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ABSTRACT

The purpose of the study was to determine the state of programs and services to the aging provided by the 1,330 public libraries with service area population exceeding 25,000. Library services were defined to exclude routine services such as book lists but include programs and services (1) which are offered specifically for the aging population or (2) in which at least 50% of the participants are 65 years of age or older. Data was collected through use of a mailed questionnaire, returned by 858 public libraries (65%). Material was presented as findings on: (1) Current public library programs and services to the aging, (2) Financial support for programs and services to the aging and (3) Development of programs and services to the aging. (See also ED 067 521) (Author)

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Final Report - Phase Two
Contract No. OEG-0-71-4665

# NATIONAL SURVEY OF LIBRARY SERVICES TO THE AGING

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## CLEVELAND PUBLIC LIBRARY

December, 1972

U. S. DEPARTMENT OF HEALTH, EDUCATION, AND WELFARE
Office of Education
Bureau of Libraries and Educational Technology

LI 004 212

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The purpose of the study was to determine the state of programs and services to the aging provided by the 1,330 public libraries with service area population exceeding 25,000. Library services were defined to exclude routine services such as book lists but include programs and services (1) which are offered specifically for the aging population or (2) in which at least 50% of the participants are 65 years of age or older.

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- Financial support for programs and services to the aging
- Development of programs and services to the aging.

Final Report--Phase Two
Contract No. OEG-0-71-4665

# National Survey of Library Services to the Aging

Cleveland Public Library

December, 1972

The research reported herein was performed pursuant to a contract with the Office of Education, U. S. Department of Health, Education, and Welfare. Contractors undertaking such projects under Government sponsorship are encouraged to express freely their professional judgment in the conduct of the project. Points of view or opinions stated do not, therefore, necessarily represent official Office of Education position or policy.

U.S. DEPARTMENT OF
HEALTH, EDUCATION, AND WELFARE

Office of Education
Bureau of Libraries and Educational Technology

# PREFACE

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This constitutes the final report of the second phase study of library services to the aging. The second phase study was initiated in July, 1972. The first phase was completed in December, 1971. Work was performed by Booz, Allen & Hamilton Inc. under the sponsorship of the Cleveland Public Library, assisted by a professional advisory committee, and funded by a grant from Title IIB of the Higher Education Act. Mr. Henry T. Drennan served as project officer for the U. S. Office of Education.

The study team has worked closely with the professional advisory panel consisting of the following members:

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Department of Library Science
Wayne State University

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Senior Program Officer
Research and Program Development Branch
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Mr. Andrew Hansen
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Mr. Ira Phillips, Executive Secretary
Association of Hospital and Institution Libraries
American Library Association

Miss Eleanor Phinney
Consultant in Library Services
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Institution Libraries,
American Library Association)

Miss Leslyn Schmidt
Member, Committee on Library Services
to an Aging Population
American Library Association
Milwaukee Public Library

The second phase, like the first phase of the study, benefited enormously from the help and guidance of these professional librarians, known nationally for their interest and experience in library services to the aging. Their individual and collective contributions have been carefully considered in each step of the survey and are reflected in this final report.

The findings, conclusions, and recommendations of the study are presented in five chapters.

Chapter I--Describes the background of the second phase study methodology and survey returns.

Chapter II--Presents findings on current programs determined during the second phase of the study. Public library services to the aging are discussed by type of program or service, availability and location, utilization, and providing agency.

Chapter III--Discusses the financial support for public library programs and services for the aging, including local funding and the role and magnitude of outside funds. Also described are estimated costs for providing service to aging individuals.

Chapter IV--Describes findings on present and future development of library services to the aging.

Chapter V--Provides overall observations and conclusions based on the information gathered from the survey. Recommendations of the first phase of the survey are briefly discussed and areas needing additional research are described.

Booz, Allen & Hamilton Inc. has appreciated the opportunity to conduct this timely study of services of libraries to the aging. It is our hope that the findings and conclusions will be beneficial in formulating future policy in this field.

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# I. BACKGROUND OF THE SECOND PHASE SURVEY

# I. BACKGROUND OF THE SECOND PHASE SURVEY

As the aging have become increasingly identified as a separate segment of the population, the volume and scope of library programs and services to that segment have increased. The first phase of the National Survey of Library Services to the Aging described the efforts by several libraries identified as having provided programs and services for the 65 and over population. This second phase of the survey establishes, on a nationwide scale, the scope of public library programs and services to the aging.

This chapter describes the background and scope of the study and explains the methodology which has been utilized.

## 1. THE FIRST PHASE OF THE NATIONAL SURVEY OF LIBRARY SERVICES TO THE AGING EXAMINED PROGRAMS AND SERVICES PROVIDED BY CERTAIN PUBLIC AND INSTITUTIONAL LIBRARIES AND MADE RECOMMENDATIONS FOR FUTURE IMPROVEMENTS

The purpose of the first phase of the survey was to examine specific library services rendered to persons over 65 by certain identified public libraries and libraries at state and federal institutions, and to make recommendations for the improvement of both current and future service. State library agencies, state administrations on aging, U. S. Department of Health, Education, and Welfare (USDHEW) regional program officers, and other selected individuals and agencies were contacted to identify libraries that were believed to provide specific library programs or services for the 65 and over population. Those identified were subsequently surveyed by questionnaire and/or field interviews.

### (1) Prior to the First Phase of This Survey, Information Regarding Library Services to the Aging Was Available Primarily Through Articles Describing Individual Programs Written for Library Periodicals

The need for a survey was prompted by the lack of basic, nationwide information on the extent of specific library services to the aging. The U.S. Office of Education and several knowledgeable librarians were concerned that despite the increased national attention and priority being

given the problems of the growing elderly population in the United States, a comprehensive, current inventory of library services provided to the aging did not exist. This information was regarded as vital to national, state, and local library agencies in assessing needs and priorities in library services to this segment of our population. Such research was viewed as a necessary part of programs of the USDHEW to enhance the quality of life for all Americans.

(2) The Requirement for a Comprehensive Examination of the State of Library Services to the Aging Was Also Emphasized by the White House Conference on Aging, Conducted in November and December of 1971

The White House Conference on Aging, conducted during November and December, 1971, further emphasized the needs of the aging and the limited extent to which public and private resources were meeting their needs. As part of the first phase of the survey, a document discussing the state of library services to the aging was made available for distribution to the delegates at the White House Conference.

(3) The First Phase of the Survey Was Limited by Several Factors

Only public libraries specifically identified as providing services to the aging were investigated during the first phase. While it was believed that most of the libraries providing specific services for the aging had been identified, proof of that assumption was lacking. To evaluate adequately the state of library services to the aging as rendered by public libraries, it was clearly necessary to investigate other libraries which may or may not provide services, as well as libraries known to provide services. By surveying all major public libraries in the United States, it is possible to draw valid general conclusions concerning the overall state of public library services to the aging.

2. THE PURPOSE OF THIS SECOND PHASE OF THE SURVEY IS TO EXAMINE THE STATE OF LIBRARY SERVICES TO THE AGING AS PROVIDED BY MAJOR PUBLIC LIBRARIES IN THE UNITED STATES

The original study proposal included administration of a mail questionnaire to about 1,300 libraries in the United States serving populations of 25,000 or more. In this way, a complete description of the

scope and extent of public library services to the aging was to be obtained. Because of research funding limitations, this approach was deferred to the second phase.

The first phase of the survey examined only those identifiable programs or services to the aging being offered by public libraries and libraries at state and federal institutions. This second phase complements and supplements the first phase by providing information on a complete universe of public libraries as a basis for evaluation of the reported results of the first phase.

(1) Examination of the 1,330 Major Public Libraries Provides the Opportunity to Establish Valid Baseline Data for Planning Future Delivery of Services to the Aging

The planning and development of library services for the aging require knowledge of their operation and scope. From this body of information, recommendations can be formulated for future development of services to the aging. Measurement of future development of library services to the aging, moreover, requires detailed baseline data. Prior to this survey, such baseline data was not available.

(2) Some Limitations of the First Phase Persisted in This Phase of the Survey

These limitations are described below.

(2.1) The definition of "services" established for the study posed interpretational problems for many respondents

Public libraries traditionally have not organized and provided services to particular segments of the adult population. The aging and other identifiable population groups generally have not been singled out for special planning, programming, budgeting, and delivery of services.

In responding to questionnaires designed to elicit information on services to specific groups within the adult population, many librarians found it difficult conceptually to react to the focus of the study and to organize and report information they heretofore had not regarded as significant in planning and providing services.

(2.2) Not all services benefiting the aging were included in the scope of the study

The definition of "service," as established for this study, excluded many library services made available to and used by older persons. Regular and routine services were not included, nor were services in which the minority of users were older persons.

(2.3) Not all public libraries were included within the scope of the study

The public libraries surveyed were all those with service area populations exceeding 25,000, as identified by U.S. Department of Health, Education, and Welfare data.

(2.4) User and nonuser needs and preferences for library services were not included

Because of budgetary constraints, no attempt was made to evaluate the reading interests and extent of library use by the aging. (The first phase of the study did seek to identify any research and evaluation of user and nonuser needs known to the respondents to the mail questionnaires.)

(2.5) Significant limitations exist in the reliability of data reported via mail questionnaire

Financial and statistical records on services to the aging are not routinely maintained by public libraries--in part, because program-oriented budgeting systems are not commonly used by libraries and, more fundamentally, because libraries have traditionally not considered services to the aging as a definable, discrete special service. Data, therefore, useful to the study is often unidentifiably merged with larger aggregations of library information reported commonly by unit of organization such as "extension services," "bookmobile services," "hospitals and institutions." Librarians, therefore, were often required to make ad hoc calculations and informed estimates in response to questions concerning the allocation of financial and personnel resources devoted to services to the aging, as well as numbers of users of such services.

3. THE STUDY WAS PERFORMED BY EVALUATION AND ANALYSIS OF QUESTIONNAIRES MAILED TO THE 1,330 PUBLIC LIBRARIES WITH SERVICE AREA POPULATIONS EXCEEDING 25,000

The procedures used in selecting and surveying a nationwide sample of public libraries are summarized below.

(1) In Order To Assure Continuity Between the Two Phases of the Survey, Definitions and Instructions for the Questionnaires Used for Both Phases Were Kept Similar

Although it is recognized that the human aging process begins much earlier, the aging, for purposes of this study, were defined in chronological terms only as persons 65 and over. This was done to maintain conformity with the definition of the Older Americans Act and age increments used by the U.S. Bureau of the Census.

A program or service for the aging was defined as any library program or service (1) which is offered specifically for the aging or (2) in which 50% of the participants are 65 years of age or older (65+). This definition eliminated regular services offered routinely to clientele of the library without special regard to the age, location, or physical characteristics of the user.

Under the study definition, the services surveyed, therefore, could be a part of what is commonly known as the special or outreach services of the library or specific programs designed exclusively for older persons. For example, under the study definition a subbranch in a senior citizens apartment or delivery of materials to a nursing home where 50% or more of the users are 65 years of age or over constitute services to the aging. Clubs for senior citizens or film programs in which over 50% of the audience is 65 or older meet survey criteria as a program for the aging. Similarly, the provision of special materials is considered a program or service only if more than 50% of the users are 65 or older. For purposes of the study, the term "services" is meant to include both "programs" and "services."

(2) Libraries Surveyed Were Designated by USDHEW Listings of Public Library Systems with Service Area Populations Exceeding 25,000 According to the 1970 Census

The National Center for Educational Statistics of USDHEW provided the study team with the names and addresses of those public libraries which were questioned. A questionnaire was mailed to each library identified as a "public library serving an area with at least 25,000 inhabitants, during fiscal year 1971." About 1% of the total public libraries surveyed indicated that their service areas had populations of less than 25,000. Populations reported were based upon the 1970 federal census.

Library systems were not intended to be queried "as a system," but rather as individual public libraries. Public libraries are defined as libraries serving free all residents of a given region, receiving financial support from public funds, governed by a single board of trustees, and administered by a single director. It is felt that the detailed information required is more readily available at the local library level, where there is ready access to the individual librarians providing service to the aging. The precise definition of the term "systems" is specified in USDHEW OE Form 2310.

(3) A Questionnaire Was Developed, Pretested, and Distributed to 1,330 Libraries

The research design for this phase of the survey was prepared and reviewed in May, 1972. A questionnaire was developed using the questionnaire from the first phase of the survey as a guide. Preliminary drafts of the questionnaire were reviewed and approved by the professional advisory committee.

The questionnaire was satisfactorily pretested by three public libraries. In addition, three librarians independently certified that the questionnaire did not constitute an invasion of privacy, nor was it otherwise "objectionable." A copy of the questionnaire used in the survey appears in Appendix A to this report.

The first mailing to 1,330 public libraries was in July, 1972. Public libraries that had responded to the first phase

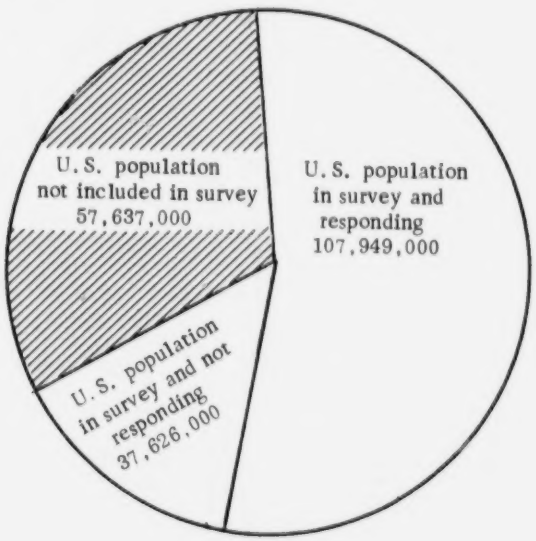
of the survey were provided with a partially completed questionnaire and a separate cover letter, requesting that prerecorded information be validated and remaining questions be answered.

Two follow-up letters were subsequently mailed to nonresponding libraries. Copies of these letters are included in Appendix A.

The deadline for return of all questionnaires was October 31, 1972.

(4) Nearly Two-Thirds or 858 Libraries of All Public Libraries Surveyed Responded--Representing Service Areas Encompassing 108 Million People

The total population served by the public libraries' surveyed was about 145,575,000. Responses were received from 858 or 65% of public libraries with total service area population of approximately 107,949,000. The relationship between the U.S. population and the sample is graphically depicted below.


U.S. population not included in survey 57,637,000
U.S. population in survey and responding 107,949,000
U.S. population in survey and not responding 37,626,000

Total U.S. Population
203,212,000
(1970 Census)

Exhibit I, following this page, shows the number of questionnaires sent and returned by public libraries in each state. A complete list of all responding public libraries, by state, is presented in Appendix B.

EXHIBIT I
National Survey of Library
Services to the Aging
QUESTIONNAIRE RESPONSES BY STATE

| State | Questionnaires Sent | Questionnaires Returned | Percent Returned |
|---|---|---|---|
| Alabama | 23 | 11 | 48% |
| Alaska | 2 | 2 | 100 |
| Arizona | 14 | 10 | 71 |
| Arkansas | 6 | 4 | 67 |
| California | 107 | 80 | 75 |
| Colorado | 14 | 9 | 64 |
| Connecticut | 31 | 13 | 42 |
| Delaware | 3 | 1 | 33 |
| District of Columbia | 1 | 1 | 100 |
| Florida | 41 | 29 | 71 |
| Georgia | 11 | 5 | 45 |
| Hawaii | 1 | 1 | 100 |
| Idaho | 4 | 3 | 75 |
| Illinois | 65 | 46 | 71 |
| Indiana | 34 | 23 | 68 |
| Iowa | 20 | 14 | 70 |
| Kansas | 11 | 7 | 64 |
| Kentucky | 27 | 15 | 56 |
| Louisiana | 34 | 20 | 59 |
| Maine | 3 | 2 | 67 |
| Maryland | 16 | 12 | 75 |
| Massachusetts | 62 | 31 | 50 |
| Michigan | 73 | 47 | 64 |
| Minnesota | 23 | 17 | 74 |
| Mississippi | 32 | 20 | 63 |
| Missouri | 30 | 20 | 67 |
| Montana | 5 | 1 | 20 |
| Nebraska | 8 | 5 | 63 |
| Nevada | 4 | 2 | 50 |
| New Hampshire | 4 | 1 | 25 |
| New Jersey | 73 | 38 | 52 |
| New Mexico | 5 | 4 | 80 |
| New York | 89 | 59 | 66 |
| North Carolina | 59 | 38 | 64 |
| North Dakota | 6 | 5 | 83 |
| Ohio | 69 | 48 | 70 |
| Oklahoma | 13 | 9 | 69 |
| Oregon | 12 | 7 | 58 |
| Pennsylvania | 69 | 47 | 68 |
| Rhode Island | 10 | 4 | 40 |
| South Carolina | 35 | 24 | 69 |
| South Dakota | 3 | 2 | 67 |
| Tennessee | 6 | 6 | 100 |
| Texas | 69 | 44 | 64 |
| Utah | 7 | 7 | 100 |
| Vermont | 1 | 1 | 100 |
| Virginia | 42 | 31 | 74 |
| Washington | 17 | 7 | 41 |
| West Virginia | 8 | 6 | 75 |
| Wisconsin | 24 | 16 | 66 |
| Wyoming | 4 | 3 | 75 |
| Total | 1,330 | 858 | 65% |

The service areas of responding public libraries include about 10,729,000 people 65 or over, or about 53% of the aging population of the United States. The percent of the 65 or over population included in survey responses for each state is shown in Exhibit II, following this page.*

Responding libraries reported employing a total of over 37,000 full-time staff members, with total budgets for all purposes exceeding $440,000,000 for their most current fiscal year.

* In the first phase, 223 public libraries were sent questionnaires; in the second phase, 167 libraries surveyed in the first phase did not receive questionnaires, since they did not meet the second phase survey criteria requiring service area populations to exceed 25,000.

EXHIBIT II
National Survey of Library
Services to the Aging
65 AND OVER POPULATION INCLUDED IN RETURNED QUESTIONNAIRES

| State | 65 and Over Population 1970 Census | 65 and Over Population in Respondents' Service Areas | Percent of 65 and Over Population in Respondents' Service Areas |
|---|---|---|---|
| Alabama | 325,961 | 134,052 | 41% |
| Alaska | 6,887 | 2,579 | 37 |
| Arizona | 161,474 | 132,258 | 82 |
| Arkansas | 237,760 | 39,560 | 17 |
| California | 1,800,977 | 1,395,200 | 77 |
| Colorado | 187,891 | 106,262 | 57 |
| Connecticut | 288,908 | 62,794 | 22 |
| Delaware | 43,833 | 1,124 | 3 |
| District of Columbia | 70,803 | 70,803 | 100 |
| Florida | 989,366 | 502,608 | 51 |
| Georgia | 367,458 | 80,622 | 22 |
| Hawaii | 44,116 | 44,116 | 100 |
| Idaho | 67,776 | 13,633 | 20 |
| Illinois | 1,093,654 | 546,843 | 50 |
| Indiana | 493,809 | 244,681 | 50 |
| Iowa | 350,293 | 63,448 | 18 |
| Kansas | 266,201 | 69,087 | 26 |
| Kentucky | 337,428 | 68,878 | 20 |
| Louisiana | 306,707 | 111,138 | 36 |
| Maine | 114,592 | 8,748 | 8 |
| Maryland | 299,682 | 210,206 | 70 |
| Massachusetts | 636,185 | 151,524 | 24 |
| Michigan | 752,955 | 369,002 | 49 |
| Minnesota | 408,919 | 191,509 | 47 |
| Mississippi | 222,320 | 137,758 | 62 |
| Missouri | 560,656 | 287,734 | 51 |
| Montana | 68,736 | 1,800 | 3 |
| Nebraska | 183,526 | 131,664 | 72 |
| Nevada | 30,968 | 16,774 | 55 |
| New Hampshire | 78,412 | 13,500 | 18 |
| New Jersey | 696,989 | 280,793 | 40 |
| New Mexico | 70,611 | 29,783 | 42 |
| New York | 1,960,752 | 1,382,491 | 71 |
| North Carolina | 414,120 | 329,036 | 79 |
| North Dakota | 66,368 | 34,279 | 52 |
| Ohio | 997,694 | 704,523 | 71 |
| Oklahoma | 299,756 | 119,482 | 40 |
| Oregon | 226,799 | 43,728 | 19 |
| Pennsylvania | 1,272,126 | 1,062,102 | 83 |
| Rhode Island | 103,932 | 50,810 | 49 |
| South Carolina | 190,960 | 141,124 | 74 |
| South Dakota | 80,484 | 10,265 | 13 |
| Tennessee | 383,925 | 127,383 | 33 |
| Texas | 992,059 | 538,841 | 54 |
| Utah | 77,561 | 70,443 | 90 |
| Vermont | 47,488 | 3,643 | 9 |
| Virginia | 366,021 | 218,447 | 60 |
| Washington | 322,061 | 96,446 | 30 |
| West Virginia | 194,474 | 62,123 | 32 |
| Wisconsin | 472,865 | 203,599 | 43 |
| Wyoming | 30,204 | 9,838 | 33 |
| Total | 20,065,502 | 10,729,084 | 53% |

# II. FINDINGS ON CURRENT PUBLIC LIBRARY PROGRAMS AND SERVICES TO THE AGING

## II. FINDINGS ON CURRENT PUBLIC LIBRARY PROGRAMS AND SERVICES TO THE AGING

As indicated previously, this study focuses on public library services offered to the aging specifically or to a general audience in which 50% or more of the participants are 65 or over. Not included are regular or routine services, such as general circulation and reference services, or services such as special collection shelves, or book lists concerned with, or specifically for the aging.

This chapter describes services offered by public libraries to the aging. The information presented has been summarized from survey questionnaires in this second phase and material collected during the first phase.

### 1. ABOUT 75% OF THE RESPONDING PUBLIC LIBRARIES STATED THAT SOME TYPE OF SPECIFIC PROGRAM OR SERVICE TO THE AGING WAS OFFERED

For study purposes, programs and services were categorized as (1) extension services, (2) group programs, or (3) provision of special materials. Detailed explanations of each category appear later in the text.

While the responses from many libraries were thorough and detailed, more frequently the responses did not contain sufficient detail to evaluate the degree to which the study criteria for services were met. In these instances, it was assumed that criteria and questionnaire instructions had been followed. Based upon this method of interpretation, about 75% of the responding libraries provide some services to the aging.

### 2. THE AGING RECEIVE LIBRARY SERVICES, OTHER THAN GENERAL SERVICES, PRIMARILY THROUGH THEIR MEMBERSHIP IN OTHER GROUPS DESIGNATED FOR SPECIAL SERVICE

This finding confirmed a similar finding of the study's first phase. Most public library services to the aging are services primarily designed for the handicapped or the homebound--groups in which the aging are likely to constitute the majority of users.

Few extension programs are designed exclusively for the aging. However, the aging, as a group, can benefit greatly from the provision of homebound and other extension services, since that population segment as documented in the first phase report is less mobile than the rest of the population. According to the first phase report:

- About 19% of noninstitutionalized persons 65 and over have some restriction in mobility due to a chronic physical disability.
- About 5% of all persons 65 and over are institutionalized.
- The income of those 65 and over is significantly less than that of the rest of the population, thereby increasing the aging's dependence upon public transportation and decreasing their freedom of movement.

A more detailed description of these characteristics is contained in the first phase report.

Many of the same physical limitations that make extension services desirable require the provision of special materials. No special materials program is known to be designed exclusively for the aging. The aging, however, are frequently the primary beneficiaries of services based on special materials.

### 3. MOST PUBLIC LIBRARIES OFFER SPECIAL MATERIALS AND EXTENSION SERVICES TO THE AGING; LESS THAN HALF OFFER GROUP PROGRAMS

The percent of responding libraries that provide one or more of the three major types of services is shown in the following table.

PERCENT OF RESPONDING PUBLIC LIBRARIES OFFERING EACH TYPE OF SERVICE TO THE AGING

| Type of Service | Percent of Responding Libraries Offering Services |
|---|---|
| Special Materials | 74% |
| Extension | 61 |
| Group Programs | 44 |

A summary of the number of libraries offering each type of service is shown in Exhibit III, following this page.

EXHIBIT III
National Survey of Library Services to the Aging
NUMBER OF PUBLIC LIBRARIES
OFFERING TYPES OF LIBRARY SERVICES TO THE AGING

| State | Total Libraries Responding to Survey | Types of Services | | | | |
|---|---|---|---|---|---|---|
| | | Extension | Special Materials | Group Programs* Total | In Library | Out of Library |
| Alabama | 11 | 9 | 9 | 4 | 3 | 3 |
| Alaska | 2 | 2 | 2 | 1 | 1 | 1 |
| Arizona | 10 | 6 | 6 | 1 | 1 | - |
| Arkansas | 4 | 3 | 3 | 1 | - | 1 |
| California | 80 | 46 | 58 | 44 | 28 | 31 |
| Colorado | 9 | 7 | 7 | 3 | 2 | 2 |
| Connecticut | 13 | 10 | 9 | 9 | 7 | 7 |
| Delaware | 1 | 1 | 1 | 1 | - | 1 |
| District of Columbia | 1 | 1 | - | 1 | 1 | 1 |
| Florida | 29 | 15 | 23 | 17 | 12 | 12 |
| Georgia | 5 | 3 | 2 | 2 | 2 | 1 |
| Hawaii | 1 | 1 | - | - | - | - |
| Idaho | 3 | 3 | 2 | - | - | - |
| Illinois | 46 | 25 | 34 | 14 | 9 | 12 |
| Indiana | 23 | 12 | 18 | 12 | 8 | 9 |
| Iowa | 14 | 10 | 10 | 2 | - | 2 |
| Kansas | 7 | 3 | 6 | 2 | 1 | 1 |
| Kentucky | 15 | 9 | 10 | 6 | 2 | 5 |
| Louisiana | 20 | 9 | 15 | 6 | 1 | 6 |
| Maine | 2 | 2 | 2 | 1 | 1 | 1 |
| Maryland | 12 | 9 | 8 | 5 | 4 | 3 |
| Massachusetts | 31 | 23 | 27 | 17 | 13 | 11 |
| Michigan | 47 | 24 | 31 | 21 | 10 | 18 |
| Minnesota | 17 | 16 | 12 | 7 | 5 | 5 |
| Mississippi | 20 | 14 | 16 | 6 | 5 | 4 |
| Missouri | 20 | 12 | 16 | 9 | 5 | 7 |
| Montana | 1 | - | 1 | 1 | - | 1 |
| Nebraska | 5 | 3 | 3 | 3 | 2 | 3 |
| Nevada | 2 | 2 | 2 | 1 | 1 | 1 |
| New Hampshire | 1 | 1 | - | - | - | - |
| New Jersey | 38 | 17 | 31 | 18 | 12 | 11 |
| New Mexico | 4 | 3 | 3 | - | - | - |
| New York | 59 | 38 | 48 | 33 | 27 | 21 |
| North Carolina | 38 | 27 | 30 | 12 | 10 | 6 |
| North Dakota | 5 | 4 | 2 | 2 | 2 | 1 |
| Ohio | 48 | 34 | 34 | 18 | 12 | 15 |
| Oklahoma | 9 | 7 | 8 | 2 | 2 | 2 |
| Oregon | 7 | 4 | 4 | 3 | 3 | 2 |
| Pennsylvania | 47 | 23 | 34 | 22 | 14 | 18 |
| Rhode Island | 4 | 4 | 4 | 1 | 1 | 1 |
| South Carolina | 24 | 8 | 16 | 7 | 3 | 7 |
| South Dakota | 2 | 2 | 1 | - | - | - |
| Tennessee | 6 | 3 | 5 | 4 | 2 | 3 |
| Texas | 44 | 25 | 34 | 24 | 12 | 20 |
| Utah | 7 | 4 | 4 | 4 | 3 | 2 |
| Vermont | 1 | 1 | 1 | 1 | 1 | 1 |
| Virginia | 31 | 12 | 17 | 9 | 6 | 6 |
| Washington | 7 | 7 | 7 | 6 | 5 | 4 |
| West Virginia | 6 | 4 | 5 | 4 | 1 | 4 |
| Wisconsin | 16 | 11 | 14 | 10 | 9 | 7 |
| Wyoming | 3 | 3 | 3 | 1 | 1 | - |
| Total | 858 | 522 | 638 | 378 | 250 | 280 |

NOTE:

* For group programs the column labeled "Total" shows the number of public libraries that provide group programs for the aging either inside and/or outside the library. The two remaining columns show the number of libraries that provide group programs only in the library and only out of the library. Therefore, the sum of the "In Library" and "Out of Library" columns do not necessarily equal the column labeled "Total," since a library may have programs both in and out of the library, only in the library, or only out of the library.

## 4. USE OF PUBLIC LIBRARY SERVICES FOR THE AGING CONSISTS MAINLY OF EXTENSION SERVICES, FOLLOWED BY GROUP PROGRAMS AND SPECIAL MATERIALS

The number of the aging using the three major types of public library services to the aging, as reported in returned questionnaires, is shown in Exhibit IV, following this page. The exhibit also compares the percentages for each type of service between the findings of the first and second phases of the study. In summary, the findings of the second phase verify that about two-thirds of the public library services used by the aging consist of extension services. Group programs and special materials each make up about one-sixth of the total services used by the aging. Each type of program is discussed in detail in the succeeding sections of this chapter.

## 5. EXTENSION SERVICES TO THE AGING ARE PROVIDED BY A MAJORITY OF THE RESPONDING PUBLIC LIBRARIES

The scope and dimension of extension services are described below.

### (1) Extension Services Include Library-Sponsored Activities That Increase Access to Materials for Those Who Cannot Conveniently Use Library Facilities Because of Mobility Constraints

Examples of extension services made available to the aging include:

- Delivery service to the institutionalized or homebound, such as:
  - Bookmobiles
  - Mailing of books and materials
  - Personal distribution of materials.
- Subbranches or deposit collections located in:
  - Senior citizen centers
  - Apartments for the aging
  - Nursing homes.

EXHIBIT IV
National Survey of Library Services to the Aging
USERS OF PUBLIC LIBRARY SERVICES TO THE AGING

| | Number Of 65 And Over Users From Responding Libraries | Second Phase-- Percent Of All 65 And Over Users | First Phase-- Percent Of All 65 And Over Users |
|---|---|---|---|
| Extension Services | 118,570 | 68.5% | 68.9% |
| Group Programs | | | |
| Total | 27,272 | 15.8 | 19.2 |
| . In Library | 13,331 | 7.7 | 7.8 |
| . Outside Library | 13,941 | 8.1 | 11.4 |
| Special Materials | 27,228 | 15.7 | 11.9 |
| Total | 173,070 | 100.0% | 100.0% |

Source: Booz, Allen & Hamilton survey of public libraries.

The aging who are users of this service primarily include:

- Persons without access to transportation to alternate library facilities
- Persons who are physically incapable of leaving their residence.

(2) Sixty-One Percent or 522 Libraries Provide One or More Extension Services to the Aging

About 61% of the responding libraries provide a total of 857 different extension services to about 120,000 persons over 65. The number and type of extension services offered to the aging is shown in Exhibit V, following this page.

Deposit collections account for 42% of 857 reported extension programs. About 25% of all extension programs were classified as homebound services, and about 21% were bookmobile service. The following table summarizes the percent of each type of extension service offered among the total for all reported extension services.

PERCENT OF EXTENSION SERVICES REPORTED BY RESPONDING LIBRARIES

| Type of Extension Service | Percent of All Extension Services Reported |
|---|---|
| Deposit collection | 42% |
| Homebound | 25 |
| Bookmobile | 21 |
| Personal nursing home service | 4 |
| Other | 8 |
| Total | 100% |

Not all libraries reported the number of aging persons served by extension programs. Libraries reporting the number regularly served generally relied on estimates rather than precise records, particularly in the case of deposit collections. The term "regularly served," as used in the survey meant the number of aging persons who are frequent or habitual users of a program or service, rather than the sum of the number of persons served on each occasion that the services are offered.

Exhibit VI, following Exhibit V, shows the estimated number of aging persons reported as being regularly served by extension services.

EXHIBIT V
National Survey of Library Services to the Aging
NUMBER OF EXTENSION
SERVICE PROGRAMS FOR THE AGING BY TYPE OF PROGRAM

| State | Number Respondents Providing Extension Services for the Aging | Types of Extension Service | | | | |
|---|---|---|---|---|---|---|
| | | Deposit Collection | Homebound | Bookmobile | Personal Service to Nursing Home Resident* | Other |
| Alabama | 9 | 11 | 5 | 5 | - | - |
| Alaska | 2 | 5 | - | - | - | - |
| Arizona | 6 | 2 | 2 | 3 | 2 | 1 |
| Arkansas | 3 | 3 | 1 | 1 | - | 2 |
| California | 46 | 32 | 26 | 10 | 2 | 5 |
| Colorado | 7 | 4 | 4 | 2 | - | 2 |
| Connecticut | 10 | 7 | 3 | 2 | - | - |
| Delaware | 1 | 2 | - | - | - | - |
| District of Columbia | 1 | 1 | - | - | - | - |
| Florida | 15 | 11 | 7 | 10 | - | - |
| Georgia | 3 | 1 | - | 1 | 2 | - |
| Hawaii | 1 | 1 | - | - | - | 1 |
| Idaho | 3 | 1 | 2 | 2 | - | - |
| Illinois | 25 | 12 | 14 | 8 | 3 | 1 |
| Indiana | 12 | 11 | 6 | 5 | - | 1 |
| Iowa | 10 | 5 | 5 | 2 | 1 | 1 |
| Kansas | 3 | - | 3 | - | - | - |
| Kentucky | 9 | 3 | 2 | 7 | - | 1 |
| Louisiana | 9 | 2 | 3 | 7 | - | 1 |
| Maine | 2 | 2 | 1 | - | - | 2 |
| Maryland | 9 | 7 | 1 | 4 | - | 2 |
| Massachusetts | 23 | 23 | 10 | 3 | 1 | 2 |
| Michigan | 24 | 21 | 9 | 7 | 1 | 6 |
| Minnesota | 16 | 14 | 3 | 6 | 4 | 2 |
| Mississippi | 14 | 9 | 5 | 5 | 2 | 3 |
| Missouri | 12 | 7 | 2 | 6 | 1 | - |
| Montana | - | - | - | - | - | - |
| Nebraska | 3 | 4 | - | 2 | - | 1 |
| Nevada | 2 | - | - | 1 | 1 | 1 |
| New Hampshire | 1 | - | - | 1 | - | - |
| New Jersey | 17 | 8 | 10 | 3 | 2 | 4 |
| New Mexico | 3 | 2 | 3 | 1 | - | - |
| New York | 38 | 36 | 18 | 3 | 2 | 4 |
| North Carolina | 27 | 10 | 4 | 21 | 1 | 3 |
| North Dakota | 4 | 2 | 2 | 2 | - | 1 |
| Ohio | 34 | 25 | 18 | 11 | 1 | 7 |
| Oklahoma | 7 | 4 | 2 | 2 | 1 | - |
| Oregon | 4 | 5 | 2 | 1 | 1 | - |
| Pennsylvania | 23 | 12 | 7 | 7 | - | 4 |
| Rhode Island | 4 | 4 | 2 | 1 | 1 | - |
| South Carolina | 8 | 5 | 2 | 6 | - | - |
| South Dakota | 2 | - | 1 | 1 | - | 1 |
| Tennessee | 3 | 2 | 1 | 1 | - | - |
| Texas | 25 | 23 | 4 | 5 | 2 | 2 |
| Utah | 4 | 1 | 3 | 1 | - | - |
| Vermont | 1 | - | 1 | - | - | - |
| Virginia | 12 | 5 | 3 | 8 | 1 | 1 |
| Washington | 7 | 5 | 5 | 4 | 1 | 2 |
| West Virginia | 4 | 2 | 2 | 2 | - | - |
| Wisconsin | 11 | 8 | 4 | 4 | 1 | 1 |
| Wyoming | 3 | 2 | 3 | - | - | 1 |
| Total | 522 | 362 | 211 | 184 | 34 | 66 |

NOTE: * Does not include maintenance of a deposit collection.

EXHIBIT VI
National Survey of Library Services to the Aging
REPORTED NUMBER OF
PERSONS 65 AND OVER SERVED IN EXTENSION PROGRAMS

| State | Estimated Total Number of Persons 65 and Over Regularly Served | Number of Individual Extension Services for Which Number of Persons 65 and Over Served Was Reported | Average Number of Persons 65 and Over Served per Program |
|---|---|---|---|
| Alabama | 310 | 2 | 155 |
| Alaska | 47 | 2 | 23 |
| Arizona | 791 | 7 | 113 |
| Arkansas | 1,150 | 7 | 164 |
| California | 8,258 | 45 | 183 |
| Colorado | 1,074 | 9 | 119 |
| Connecticut | 105 | 1 | 105 |
| Delaware | 75 | 2 | 37 |
| District of Columbia | - | - | - |
| Florida | 16,387 | 17 | 964 |
| Georgia | 273 | 1 | 273 |
| Hawaii | 369 | 2 | 184 |
| Idaho | 60 | 2 | 30 |
| Illinois | 13,302 | 31 | 429 |
| Indiana | 3,253 | 19 | 171 |
| Iowa | 477 | 12 | 40 |
| Kansas | 50 | 1 | 50 |
| Kentucky | 983 | 7 | 140 |
| Louisiana | 1,260 | 9 | 140 |
| Maine | 590 | 4 | 147 |
| Maryland | 615 | 7 | 88 |
| Massachusetts | 3,253 | 26 | 125 |
| Michigan | 11,546 | 29 | 398 |
| Minnesota | 7,975 | 18 | 443 |
| Mississippi | 173 | 7 | 25 |
| Missouri | 3,564 | 9 | 396 |
| Montana | - | - | - |
| Nebraska | 196 | 3 | 65 |
| Nevada | 13 | 2 | 6 |
| New Hampshire | 100 | 1 | 100 |
| New Jersey | 2,651 | 16 | 166 |
| New Mexico | - | - | - |
| New York | 4,344 | 40 | 109 |
| North Carolina | 1,666 | 21 | 79 |
| North Dakota | 3,047 | 7 | 435 |
| Ohio | 10,493 | 46 | 228 |
| Oklahoma | 1,883 | 7 | 269 |
| Oregon | 235 | 4 | 59 |
| Pennsylvania | 4,632 | 18 | 257 |
| Rhode Island | 90 | 8 | 11 |
| South Carolina | 257 | 6 | 43 |
| South Dakota | 102 | 1 | 102 |
| Tennessee | 1,010 | 4 | 252 |
| Texas | 7,527 | 26 | 289 |
| Utah | 68 | 3 | 23 |
| Vermont | - | - | - |
| Virginia | 343 | 7 | 49 |
| Washington | 1,317 | 12 | 110 |
| West Virginia | - | - | - |
| Wisconsin | 2,512 | 8 | 314 |
| Wyoming | 144 | 5 | 29 |
| Total | 118,570 | 521 | 228 |

The average number served per extension services was about 230. This estimate is influenced by the predominance of deposit collections offered, which permit large numbers to have access to materials at relatively low cost, and the difficulty of obtaining accurate, precise estimates of the number of persons regularly served.

Librarians, in the second phase, again commented on the importance of personal contact with aging individuals. Many felt that when one-to-one contact has been established, the homebound or institutionalized aging person enjoyed the personal interaction as much or more than the library materials which were made available.

## 6. GROUP PROGRAMS FOR THE AGING ARE AVAILABLE IN LESS THAN HALF OF THE RESPONDING LIBRARIES

Forty-four percent or 378 public libraries reported offering group programs for the aging.

### (1) Group Programs Include a Variety of Activities Conducted Both Inside and Outside the Library

Within the library, group programs include:

- Clubs
  - Senior citizens
  - Literary
  - Special interest.
- Films and film programs
- Book talks
- Discussion groups
- Education or instruction programs.

Group programs for the aging conducted outside the library include:

- Dissemination of information of interest to the aging in:
  - Newspapers
  - Radio
  - Television.

- Activities such as those listed as available in the library:

  - Book talks
  - Discussion groups
  - Film service.

Group programs outside the library are usually offered in facilities such as:

- Senior citizen centers
- Nursing homes
- Geriatric residential units
- Churches
- Other institutions.

(2) Group Programs Inside the Library, Primarily Consisting of Film Programs and Book Talks, Are Conducted by 250 or 29% of the Responding Public Libraries

Reporting libraries served about 13,300 aging persons through group programs conducted in the library.

Film programs were the most frequent type of activity offered, with 148 being presented. These frequently are offered to the general public but are heavily attended by the aging. The aging appear to prefer being "out" during the day. They are attracted by film programs which are free and offered during the normal working hours of most employed individuals. Programs of book talks and reviews enjoyed popularity with the aging for the same reasons.

Forty-two clubs were reportedly conducted in the library. These range from a variety of general clubs sponsored by outside groups and conducted in the library building to a few library-sponsored clubs designed exclusively for aging persons. Tours, displays, and exhibits for groups of aging persons comprise the other major types of group programs conducted for the aging in the library.

(3) Thirty-Three Percent or 280 of 858 Responding Libraries Reported Group Programs for the Aging Provided Outside the Library

Group programs conducted outside the library were similar in content to those conducted in the library. About 141 book talk and review programs and about 93 film programs were conducted for the aging by the 280 libraries providing this service. About 24,000 aging persons benefited from group programs outside the library.

Programs outside the library also included activities conducted by libraries for the aging on radio, television, and in the newspaper. These commonly take the form of book talks or general information presentations for all adults. While somewhat reliable methods are available for estimating total radio, television, and newspaper audience size, few libraries attempted to estimate the number of aging users for programs of this type. Therefore, there appears to be no correlation between estimates for number of aging served and use of these media. One recent example of the use of newspapers to reach the aging is a directory of services for the aging produced by the public library of a large city and distributed as a supplement to the local Sunday newspaper.

(4) Combining Group Programs In and Outside the Library, a Total of 378 Libraries, or About 44% of All Respondents, Provided These Services to the Aging

A summary of the number and type of group programs provided is shown in Exhibit VII, following this page. This exhibit combines programs both in and outside the library. The first two columns in the exhibit show the number of reporting public libraries that conduct group programs in the library and the number that conduct group programs out of the library. Since many libraries conduct group programs both in and out of the library, the third column in the exhibit labeled "Total Number of Reporting Public Libraries Offering Group Programs" shows the number of reporting public libraries conducting any type of group program for the aging. This exhibit shows that group programs most commonly consist of films or book talks.

Not all reporting libraries provided data on the number of aging served by group programs. Exhibit VIII, following Exhibit VII, shows the estimated number of aging users, the estimated number of aging served, and the average number of

EXHIBIT VII

National Survey of Library Services to the Aging

NUMBER OF GROUP PROGRAMS FOR THE AGING BY TYPE OF PROGRAM

| State | Number of Libraries Offering Group Programs | | Total* Number of Reporting Public Libraries Offering Group Programs | Type of Group Service | | | | |
|---|---|---|---|---|---|---|---|---|
| | Inside the Library | Outside the Library | | Film Program | Clubs | Book Talk and Review | Radio, TV and Newspapers | Other |
| Alabama | 3 | 3 | 4 | 2 | 1 | 1 | 3 | 1 |
| Alaska | 1 | 1 | 1 | 1 | - | - | - | 3 |
| Arizona | 1 | - | 1 | - | - | 1 | - | - |
| Arkansas | - | 1 | 1 | - | - | - | 1 | - |
| California | 28 | 31 | 44 | 32 | 5 | 20 | 4 | 21 |
| Colorado | 2 | 2 | 3 | 1 | - | 3 | - | - |
| Connecticut | 7 | 7 | 9 | 11 | 1 | 3 | - | 3 |
| Delaware | - | 1 | 1 | 1 | - | 1 | - | - |
| District of Columbia | 1 | 1 | 1 | 1 | 1 | 1 | - | 1 |
| Florida | 12 | 12 | 17 | 14 | 3 | 11 | 3 | 6 |
| Georgia | 2 | 1 | 2 | 3 | - | 1 | 1 | 3 |
| Hawaii | - | - | - | - | - | - | - | - |
| Idaho | - | - | - | - | - | - | - | - |
| Iilinois | 9 | 12 | 14 | 8 | 1 | 11 | 3 | 12 |
| Indiana | 8 | 9 | 12 | 6 | 2 | 5 | 2 | 11 |
| Iowa | - | 2 | 2 | - | - | 2 | 2 | - |
| Kansas | 1 | 1 | 2 | 1 | - | 1 | 1 | - |
| Kentucky | 2 | 5 | 6 | 1 | - | 2 | 1 | 4 |
| Louisiana | 1 | 6 | 6 | 3 | - | 3 | 3 | 2 |
| Maine | 1 | 1 | 1 | 1 | - | 1 | - | 1 |
| Maryland | 4 | 3 | 5 | 3 | 1 | 3 | - | 2 |
| Massachusetts | 13 | 11 | 17 | 10 | 1 | 8 | 1 | 15 |
| Michigan | 10 | 18 | 21 | 14 | - | 15 | 4 | 13 |
| Minnesota | 5 | 5 | 7 | 4 | - | 2 | 4 | 9 |
| Mississippi | 5 | 4 | 6 | 3 | - | 6 | - | 5 |
| Missouri | 5 | 7 | 9 | 6 | - | 7 | 1 | 6 |
| Montana | - | 1 | 1 | 1 | - | - | - | 1 |
| Nebraska | 2 | 3 | 3 | 1 | - | 1 | 1 | 4 |
| Nevada | 1 | 1 | 1 | 2 | - | - | - | - |
| New Hampshire | - | - | - | - | - | - | - | - |
| New Jersey | 12 | 11 | 18 | 14 | 1 | 10 | 1 | 7 |
| New Mexico | - | - | - | - | - | - | - | - |
| New York | 27 | 21 | 33 | 24 | 4 | 19 | 2 | 32 |
| North Carolina | 10 | 6 | 12 | 9 | 1 | 5 | 1 | 9 |
| North Dakota | 2 | 1 | 2 | 1 | - | - | - | 2 |
| Ohio | 12 | 15 | 18 | 5 | 4 | 9 | 3 | 9 |
| Oklahoma | 2 | 2 | 2 | 2 | - | 1 | 2 | 4 |
| Oregon | 3 | 2 | 3 | 1 | 1 | 2 | 1 | 2 |
| Pennsylvania | 14 | 18 | 22 | 18 | 2 | 12 | 4 | 8 |
| Rhode Island | 1 | 1 | 1 | - | 2 | - | - | 1 |
| South Carolina | 3 | 7 | 7 | 1 | 1 | 6 | 3 | 6 |
| South Dakota | - | - | - | - | - | - | - | - |
| Tennessee | 2 | 3 | 4 | 2 | 1 | 1 | - | 1 |
| Texas | 12 | 20 | 24 | 10 | 5 | 10 | 4 | 17 |
| Utah | 3 | 2 | 4 | 2 | 1 | 2 | - | 2 |
| Vermont | 1 | 1 | 1 | - | - | - | 1 | 2 |
| Virginia | 6 | 6 | 9 | 7 | 2 | 9 | - | 6 |
| Washington | 5 | 4 | 6 | 7 | - | 2 | - | 4 |
| West Virginia | 1 | 4 | 4 | - | - | 3 | 1 | 2 |
| Wisconsin | 9 | 7 | 10 | 8 | 1 | 7 | 2 | 6 |
| Wyoming | 1 | - | 1 | - | - | - | - | 2 |
| Total | 250 | 280 | 378 | 241 | 42 | 207 | 60 | 245 |

NOTE:

* The sum of the first two columns does not necessarily equal the total shown in the third column since a library may provide group programs in and outside the library.

EXHIBIT VIII
National Survey of Library Services to the Aging
NUMBER OF PERSONS 65 AND OVER SERVED AND
AVERAGE NUMBER OF AGING SERVED PER GROUP PROGRAM FOR THE AGING

| State | Total Number of Libraries Offering Group Programs | Total Reported Number of Persons 65 and Over Served | Number of Group Programs for Which Libraries Reported Number of Persons 65 and Over Served | Average Number of Persons 65 and Over Served Per Program |
|---|---|---|---|---|
| Alabama | 4 | - | - | - |
| Alaska | 1 | - | - | - |
| Arizona | 1 | 75 | 1 | 75 |
| Arkansas | 1 | - | - | - |
| California | 44 | 3,988 | 44 | 91 |
| Colorado | 3 | 450 | 1 | 450 |
| Connecticut | 9 | 100 | 2 | 50 |
| Delaware | 1 | 115 | 2 | 57 |
| District of Columbia | 1 | - | - | - |
| Florida | 17 | 2,515 | 16 | 157 |
| Georgia | 2 | 260 | 2 | 130 |
| Hawaii | - | - | - | - |
| Idaho | - | - | - | - |
| Illinois | 14 | 1,786 | 8 | 223 |
| Indiana | 12 | 313 | 6 | 52 |
| Iowa | 2 | - | - | - |
| Kansas | 2 | - | - | - |
| Kentucky | 6 | 275 | 2 | 137 |
| Louisiana | 6 | 155 | 5 | 31 |
| Maine | 1 | 85 | 3 | 28 |
| Maryland | 5 | 60 | 2 | 30 |
| Massachusetts | 17 | 1,387 | 17 | 82 |
| Michigan | 21 | 442 | 14 | 32 |
| Minnesota | 7 | 1,170 | 5 | 234 |
| Mississippi | 6 | 395 | 5 | 79 |
| Missouri | 9 | 402 | 7 | 57 |
| Montana | 1 | 45 | 2 | 22 |
| Nebraska | 3 | - | - | - |
| Nevada | 1 | 60 | 2 | 30 |
| New Hampshire | - | - | - | - |
| New Jersey | 18 | 1,260 | 13 | 97 |
| New Mexico | - | - | - | - |
| New York | 33 | 3,319 | 29 | 114 |
| North Carolina | 12 | 502 | 15 | 33 |
| North Dakota | 2 | 610 | 3 | 203 |
| Ohio | 18 | 1,601 | 6 | 267 |
| Oklahoma | 2 | 45 | 1 | 45 |
| Oregon | 3 | 30 | 1 | 30 |
| Pennsylvania | 22 | 2,848 | 16 | 178 |
| Rhode Island | 1 | - | - | - |
| South Carolina | 7 | 160 | 3 | 53 |
| South Dakota | - | - | - | - |
| Tennessee | 4 | 290 | 3 | 97 |
| Texas | 24 | 1,145 | 19 | 60 |
| Utah | 4 | 140 | 4 | 35 |
| Vermont | 1 | - | - | - |
| Virginia | 9 | 183 | 8 | 23 |
| Washington | 6 | 678 | 8 | 85 |
| West Virginia | 4 | - | - | - |
| Wisconsin | 10 | 383 | 16 | 24 |
| Wyoming | 1 | - | - | - |
| Total | 378 | 27,272 | 291 | 94 |

aging users served by each program. The exhibit shows that an average of 94 aging are served in each program. This data is of unknown reliability due to the quality of the estimates regarding the number of aging regularly served by group programs.

## 7. SPECIAL MATERIALS FOR HANDICAPPED READERS WERE AVAILABLE IN MOST OF THE RESPONDING LIBRARIES

Special materials ranked as the most frequently provided service qualifying as library service to aging under the definition employed in this study.

### (1) Special Materials Include Material and Adjunct Equipment for Those with Reading Handicaps

The provision of special materials by public libraries includes a variety of materials and equipment such as:

- Large-print books
- Talking books
  - Recordings
  - Tapes, cassettes, and reels
- Magnifying equipment
- Page turners
- Projectors for use with conventional print
- Special reference collections.

Special materials are available for all persons and are, of course, not restricted to use by the aging. These materials are designed to alleviate sight or physical handicaps which preclude the use of normal library resources.

### (2) Special Materials Are Provided by 638 of the 858, or 74% of the Responding Libraries

Over 95% of the responding libraries which provide special materials have large-print books available. Talking books are provided by about 42%, and magnifiers and other reading aids are available in about 32% of those libraries offering special materials. A summary of the number of respondents providing special materials and the total number of those providing the various types of materials is shown in Exhibit IX, following this page. A program involving the provision of special materials as defined in this study is one in which 50% or more of all regular or frequent users are age 65 or over.

EXHIBIT IX
National Survey of Library Services to the Aging
NUMBER OF SPECIAL
MATERIALS PROGRAMS FOR THE AGING BY TYPE OF PROGRAM

| State | Number of Libraries Providing Special Materials for the Aging | Number of Types of Programs for the Provision of Special Materials to the Aging | | | | | |
|---|---|---|---|---|---|---|---|
| | | Large Print Books | Talking Books | Magnifiers and Other Reading Aids | Cassettes | Films | Other |
| Alabama | 9 | 9 | 2 | 3 | 1 | - | 3 |
| Alaska | 2 | 1 | 1 | - | 2 | - | - |
| Arizona | 6 | 6 | 6 | 2 | 1 | - | - |
| Arkansas | 3 | 3 | 1 | 2 | 1 | - | - |
| California | 58 | 56 | 18 | 25 | 8 | 4 | 8 |
| Colorado | 7 | 7 | 3 | 1 | - | - | 3 |
| Connecticut | 9 | 8 | 5 | 2 | - | - | - |
| Delaware | 1 | 1 | - | 1 | 1 | 1 | - |
| District of Columbia | - | - | - | - | - | - | - |
| Florida | 23 | 23 | 10 | 6 | 4 | 1 | 3 |
| Georgia | 2 | 2 | 2 | - | - | - | - |
| Hawaii | - | - | - | - | - | - | - |
| Idaho | 2 | 2 | 2 | 2 | 1 | 1 | - |
| Illinois | 34 | 31 | 16 | 11 | 1 | - | 4 |
| Indiana | 18 | 17 | 5 | 5 | 3 | 1 | 2 |
| Iowa | 10 | 10 | 1 | 5 | 2 | 1 | 1 |
| Kansas | 6 | 5 | 5 | 2 | - | - | 1 |
| Kentucky | 10 | 10 | 6 | 1 | 1 | - | 1 |
| Louisiana | 15 | 15 | 9 | 1 | - | - | 1 |
| Maine | 2 | 2 | 2 | 2 | - | - | - |
| Maryland | 8 | 8 | 4 | 2 | - | - | 2 |
| Massachusetts | 27 | 27 | 10 | 8 | 5 | 2 | 4 |
| Michigan | 31 | 30 | 14 | 7 | 4 | 3 | 7 |
| Minnesota | 12 | 11 | 3 | 2 | 2 | 2 | 1 |
| Mississippi | 16 | 16 | 13 | 5 | - | - | - |
| Missouri | 16 | 15 | 4 | 5 | 1 | 1 | 3 |
| Montana | 1 | 1 | 1 | - | - | - | - |
| Nebraska | 3 | 3 | 1 | 1 | - | - | - |
| Nevada | 2 | 1 | 1 | - | - | - | 2 |
| New Hampshire | - | - | - | - | - | - | - |
| New Jersey | 31 | 30 | 11 | 5 | 5 | 3 | 2 |
| New Mexico | 3 | 3 | 2 | - | - | - | - |
| New York | 48 | 46 | 20 | 18 | 9 | 1 | 4 |
| North Carolina | 30 | 30 | 12 | 6 | 4 | 2 | 1 |
| North Dakota | 2 | 2 | 2 | 2 | - | - | - |
| Ohio | 34 | 30 | 10 | 9 | 3 | 1 | 4 |
| Oklahoma | 8 | 7 | 3 | 3 | 1 | - | - |
| Oregon | 4 | 4 | 2 | 1 | 2 | - | 1 |
| Pennsylvania | 34 | 28 | 16 | 8 | 2 | 2 | 3 |
| Rhode Island | 4 | 3 | 2 | - | - | - | - |
| South Carolina | 16 | 16 | 8 | 4 | 2 | - | 2 |
| South Dakota | 1 | 1 | - | - | - | - | - |
| Tennessee | 5 | 5 | 2 | - | - | - | - |
| Texas | 34 | 34 | 12 | 15 | 6 | 2 | 2 |
| Utah | 4 | 4 | 2 | 1 | - | - | - |
| Vermont | 1 | - | - | 1 | - | - | - |
| Virginia | 17 | 17 | 6 | 20 | 3 | - | - |
| Washington | 7 | 7 | 3 | - | - | 1 | 1 |
| West Virginia | 5 | 5 | 3 | 3 | 1 | - | 1 |
| Wisconsin | 14 | 13 | 5 | 3 | 2 | 1 | - |
| Wyoming | 3 | 3 | 3 | 2 | - | - | - |
| Total | 638 | 608 | 269 | 202 | 78 | 30 | 67 |

Estimates of the number of aging served in libraries where the aging constitute 50% or more of the users of special materials are provided in Exhibit X, following this page. A dash means no estimate was made or available. Of all the estimates by public libraries of the number of aging persons served by a type of program, those for special materials usage are most likely to be in error, since age information is rarely shown on circulation statistics, and since circulation of special materials is generally not separated from other circulation records and statistics. Based on the data submitted by responding public libraries, an average of about 43 aging persons per library use special materials where such materials are provided.

A number of responding libraries reported that special materials generally were infrequently used. Often this was attributed to lack of accompanying publicity regarding the availability of special materials.

Materials available from the Library of Congress Division for the Blind and Physically Handicapped (DBPH) were available for demonstration by 30 of the 638 providers of special materials. The services offered included assisting with applications, demonstrating the use of materials, advertising the program, acting as a subregional distribution point, and assisting users with materials selection. In the DBPH program particularly, as with other special materials, concern for the handicapped of all ages has resulted in significant benefits to the aging. As special materials continue to become increasingly available and known, it can be anticipated that their utilization will continue to grow.

EXHIBIT X
National Survey of Library Services to the Aging
NUMBER OF PERSONS 65 AND OVER
SERVED BY SPECIAL MATERIALS PROGRAMS FOR THE AGING

| State | Number of Libraries Offering Special Materials for the Aging | Number of Persons 65 and Over Served |
|---|---|---|
| Alabama | 9 | - |
| Alaska | 2 | - |
| Arizona | 6 | 133 |
| Arkansas | 3 | - |
| California | 58 | 755 |
| Colorado | 7 | - |
| Connecticut | 9 | 24 |
| Delaware | 1 | 130 |
| District of Columbia | - | - |
| Florida | 23 | 1,199 |
| Georgia | 2 | - |
| Hawaii | - | - |
| Idaho | 2 | 45 |
| Illinois | 34 | 651 |
| Indiana | 18 | 234 |
| Iowa | 10 | 142 |
| Kansas | 6 | - |
| Kentucky | 10 | 200 |
| Louisiana | 15 | 1,318 |
| Maine | 2 | 509 |
| Maryland | 8 | - |
| Massachusetts | 27 | 1,467 |
| Michigan | 31 | 248 |
| Minnesota | 12 | 658 |
| Mississippi | 16 | 383 |
| Missouri | 16 | 675 |
| Montana | 1 | 35 |
| Nebraska | 3 | 15 |
| Nevada | 2 | 20 |
| New Hampshire | - | - |
| New Jersey | 31 | 425 |
| New Mexico | 3 | 75 |
| New York | 48 | 846 |
| North Carolina | 30 | 221 |
| North Dakota | 2 | 4,975 |
| Ohio | 34 | 1,835 |
| Oklahoma | 8 | 100 |
| Oregon | 4 | 98 |
| Pennsylvania | 34 | 5,928 |
| Rhode Island | 4 | - |
| South Carolina | 16 | 778 |
| South Dakota | 1 | - |
| Tennessee | 5 | 50 |
| Texas | 34 | 1,744 |
| Utah | 4 | - |
| Vermont | 1 | - |
| Virginia | 17 | 373 |
| Washington | 7 | 366 |
| West Virginia | 5 | - |
| Wisconsin | 14 | 213 |
| Wyoming | 3 | 360 |
| Total | 638 | 27,228 |

# III. FINANCIAL SUPPORT TO THE PUBLIC LIBRARY PROGRAMS AND SERVICES TO THE AGING

## III. FINANCIAL SUPPORT TO THE PUBLIC LIBRARY PROGRAMS AND SERVICES TO THE AGING

This chapter incorporates study findings on the sources and magnitude of financial support for public library programs and services to the aging. For 751 of the 858 responding public libraries who provided budget data, the total budget for all purposes was about $440,518,000.

### 1. SIXTY-SEVEN OR 8% OF THE RESPONDING PUBLIC LIBRARIES BUDGETED $594,000 FOR LIBRARY SERVICES TO THE AGING IN 1972

For the 67 libraries which reported formal budget provisions for programs and services to the aging, the total budget for all purposes was about $74,117,000 for fiscal year 1972. The amount formally budgeted for the aging is slightly over 0.8% of the total budgets of these 67 libraries.

The amount budgeted by public libraries for the aging is shown in Exhibit XI, following this page. For fiscal years 1971 and 1972, for which the most complete data was available, the average amount budgeted per library was about $8,390 and $8,860 respectively, which constitutes an increase of 6%.

Data for fiscal year 1973 was requested in the survey. Because of variations in fiscal periods among the reporting public libraries, many libraries were not aware of fiscal 1973 budget provisions. Data, therefore, is not complete. (Forty public libraries reported a total of about $177,000 for an average of about $4,400 per library for fiscal year 1973.)

The reported amounts budgeted for the aging shows a general increase over the past three years.

TRENDS IN DOLLAR AMOUNTS FORMALLY BUDGETED FOR THE AGING BY PUBLIC LIBRARIES

| Number of Years for Which Data Is Reported | Number of Responding Libraries | | | Total Public Libraries Reporting Formal Budget Provisions for the Aging for Two or More Years | Percent of Total Reporting |
|---|---|---|---|---|---|
| | Net Budget Increase | No Budget Change | Net Budget Reduction | | |
| 2 | 13 | 9 | 4 | 26 | 48% |
| 3 | 9 | 5 | 4 | 18 | 33 |
| 4 | 6 | 3 | 1 | 10 | 19 |
| | | | | 54 | 100% |

EXHIBIT XI
National Survey of Library Services to the Aging
AMOUNT FORMALLY BUDGETED
BY PUBLIC LIBRARIES FOR SERVICES TO THE AGING

| State | 1970 | 1971 | 1972 |
|---|---|---|---|
| Alabama | | $ 500 (1) | $ 17,290 (3) |
| Alaska | | | |
| Arizona | | | 300 (1) |
| Arkansas | | | |
| California | | 19,744 (2) | 23,955 (3) |
| Colorado | | 650 (1) | |
| Connecticut | | | |
| Delaware | | | 2,175 (1) |
| District of Columbia | | | |
| Florida | $ 3,000 (1) | 26,828 (3) | 13,500 (3) |
| Georgia | | | |
| Hawaii | | | |
| Idaho | | 2,000 (1) | 2,050 (1) |
| Illinois | 27,735 (1) | 30,080 (1) | |
| Indiana | | 27,250 (2) | 28,601 (2) |
| Iowa | 500 (1) | 2,000 (2) | 8,870 (3) |
| Kansas | | | |
| Kentucky | | 2,500 (1) | |
| Louisiana | | 210 (1) | |
| Maine | 800 (1) | 900 (1) | 1,100 (1) |
| Maryland | | 4,500 (2) | 9,000 (2) |
| Massachusetts | | 1,195 (1) | 45,000 (1) |
| Michigan | | 47,915 (4) | 15,800 (4) |
| Minnesota | | | |
| Mississippi | 200 (1) | 250 (1) | 500 (1) |
| Missouri | 30,000 (1) | 74,583 (3) | 44,460 (2) |
| Montana | | | |
| Nebraska | | | |
| Nevada | | | |
| New Hampshire | | | |
| New Jersey | | 4,962 (2) | 5,600 (3) |
| New Mexico | | | |
| New York | 4,000 (1) | 19,600 (5) | 10,700 (4) |
| North Carolina | | | 3,203 (1) |
| North Dakota | 9,000 (1) | 16,700 (3) | 14,947 (2) |
| Ohio | 4,583 (2) | 103,375 (8) | 79,418 (7) |
| Oklahoma | | 20,390 (1) | 25,000 (1) |
| Oregon | | | |
| Pennsylvania | | 7,425 (2) | 21,385 (1) |
| Rhode Island | $ 2,000 (1) | $ 2,000 (1) | $ 2,000 (1) |
| South Carolina | 700 (1) | 1,336 (2) | 1,850 (3) |
| South Dakota | | | |
| Tennessee | 100 (1) | 100 (1) | 10,100 (2) |
| Texas | | 18,465 (2) | 130,822 (8) |
| Utah | | | 500 (1) |
| Vermont | | | |
| Virginia | | | |
| Washington | | 2,980 (2) | 5,000 (1) |
| West Virginia | | | |
| Wisconsin | 39,610 (1) | 65,139 (4) | 70,727 (4) |
| Wyoming | | | |
| Total | $122,228 (14) | $503,577 (60) | $593,853 (67) |

NOTE: Numbers enclosed in parentheses indicate the number of libraries responding.

## 2. IN FISCAL 1972, APPROXIMATELY TWO-THIRDS OF ALL OUTSIDE FUNDING FOR LIBRARY SERVICES TO THE AGING IN PUBLIC LIBRARIES WAS PROVIDED BY LIBRARY SERVICES AND CONSTRUCTION ACT (LSCA) GRANTS

For fiscal 1972, a total of $843,000 was supplied to public libraries from sources other than local taxation. These sources and amounts are shown in Exhibit XII, following this page. The federal government, primarily through LSCA, provided about 75% of all nonlocal tax money for services to the aging.

LSCA grants to public libraries for library services to the aging are shown in Exhibit XIII, following Exhibit XII. For fiscal 1973, $219,000 of LSCA grants were reported for a total of $391,000 of funding for library services to the aging from sources other than local taxation. However, many libraries were unaware of fiscal 1973 grants, and the status of several 1973 project fundings was recorded as being unknown.

The trend in LSCA funding for library services to the aging as reported by responding public libraries shows a slight increase.

TRENDS IN AMOUNTS OF LSCA GRANTS TO INDIVIDUAL PUBLIC LIBRARIES FOR SERVICE TO THE AGING

| Number of Years for Which Grant Data Is Reported | Number of Responding Libraries | | | Total Public Libraries Reporting LSCA Grants Continuing for Two or More Years | Percent of Total Reporting |
|---|---|---|---|---|---|
| | Net Grant Increase | No Change | Net Grant Reduction | | |
| 2 | 5 | 4 | 5 | 14 | 64% |
| 3 | 2 | 2 | 0 | 4 | 18 |
| 4 | 3 | 1 | 0 | 4 | 18 |
| | | | | 22 | 100% |

## 3. COSTS OF LIBRARY SERVICES TO THE AGING ARE HIGHEST FOR EXTENSION SERVICES

Few public libraries record program costs or numbers of persons regularly served by a specific program or service. Information supplied by responding public libraries was generally based upon estimates, and wide cost variations exist among respondents providing similar services.

### (1) The Estimated Cost per Person of Extension Services to the Aging Appears To Be About $42 per Year

Exhibit XIV, following Exhibit XIII, shows the cost per person for extension services as provided by 14 of the reporting public libraries. The exhibit was prepared by arbitrarily selecting 18 public libraries which appeared to provide complete

EXHIBIT XII
National Survey of Library Services
to the Aging
FINANCIAL SUPPORT OBTAINED FROM
SOURCES OTHER THAN LOCAL TAXATION
FOR SERVICES TO THE AGING
BY REPORTING PUBLIC LIBRARIES

| Source | Fiscal Year 1970 | 1971 | 1972 |
|---|---|---|---|
| LSCA | $207,169 | $195,686 | $534,115 |
| Older Americans Act | 14,000 | 11,108 | 21,674 |
| Other Federal Grants[1] | 2,500 | 80,710 | 90,500 |
| State | 34,088 | 38,416 | 55,902 |
| Contracts for Service | 550 | 550 | 68,550 |
| Philanthropy | 27,514 | 27,281 | 33,070 |
| Other[2] | 1,100 | 18,370 | 39,405 |
| Total | $286,921 | $372,121 | $843,216 |

Notes:

(1) Examples of other federal grants include Emergency Employment Act, Social Security, and Right-to-Read Program.

(2) These funds were not further identified by responding libraries.

EXHIBIT XIII
National Survey of Library Services to the Aging
AMOUNT OF GRANTS FROM THE LSCA FOR SERVICES TO THE AGING

| State | 1970 | 1971 | 1972 |
|---|---|---|---|
| Alabama | | $ 14,185 (2) | $ 31,005 (5) |
| Alaska | | | |
| Arizona | | 200 (1) | |
| Arkansas | | | 1,600 (2) |
| California | $130,000 (1) | 116,097 (5) | 174,506 (5) |
| Colorado | | | 550 (1) |
| Connecticut | | | |
| Delaware | | | 562 (1) |
| District of Columbia | | | |
| Florida | | | 27,000 (2) |
| Georgia | | | |
| Hawaii | 1,951 (1) | 1,950 (1) | 3,470 (1) |
| Idaho | | 1,000 (1) | 1,000 (1) |
| Illinois | | | |
| Indiana | | | 14,180 (1) |
| Iowa | | 1,500 (1) | 310 (1) |
| Kansas | | | |
| Kentucky | | | |
| Louisiana | | | |
| Maine | | | 15,000 (1) |
| Maryland | | | |
| Massachusetts | 1,500 (1) | 1,995 (1) | 6,000 (1) |
| Michigan | | 3,000 (1) | 3,000 (1) |
| Minnesota | | | |
| Mississippi | | | |
| Missouri | | | 500 (1) |
| Montana | | | |
| Nebraska | | | |
| Nevada | | | |
| New Hampshire | | | |
| New Jersey | | | 2,000 (1) |
| New Mexico | | | |
| New York | | | 10,000 (1) |
| North Carolina | | | 8,000 (1) |
| North Dakota | 3,500 (1) | 10,797 (3) | 6,920 (2) |
| Ohio | 68,218 (2) | 42,212 (2) | 50,485 (2) |
| Oklahoma | | | |
| Oregon | | | |
| Pennsylvania | | | 5,000 (1) |
| Rhode Island | | | |
| South Carolina | 1,400 (2) | 1,150 (2) | 1,100 (2) |
| South Dakota | | | |
| Tennessee | | | |
| Texas | | | 10,000 (1) |
| Utah | | | 120,277 (13) |
| Vermont | | | |
| Virginia | | | |
| Washington | | | 23,000 (1) |
| West Virginia | | 1,000 (1) | 1,000 (1) |
| Wisconsin | | | 12,750 (1) |
| Wyoming | 600 (1) | 600 (1) | 600 (1) |
| Total | $207,169 (9) | $195,686 (22) | $534,115 (51) |

NOTE: Numbers enclosed in parentheses indicate the number of libraries responding.

EXHIBIT XIV
National Survey of Library Services to the Aging
EXAMPLES OF ESTIMATED
COSTS OF PROVIDING EXTENSION SERVICES TO THE AGING

| Library | Types of Service(s) Offered | Estimated Total Number of Persons 65 and Over Served | Estimated Service Expenses | Estimated Cost per Person Served Per Annum |
|---|---|---|---|---|
| 1 | Deposit collection, bookmobile, homebound | 700 | $50,000 | $71.43 |
| 2 | Bookmobile, homebound | 685 | 48,000 | 70.07 |
| 3 | Nursing home, homebound | 40 | 2,454 | 61.35 |
| 4 | Homebound, deposit collection | 825 | 45,000 | 54.54 |
| 5 | Deposit collection, film programs | 76 | 3,000 | 39.47 |
| 6 | Deposit collection, homebound | 168 | 6,423 | 38.23 |
| 7 | Nursing home, housing | 450 | 15,000 | 33.33 |
| 8 | Deposit collection, bookmobile, homebound | 50 | 1,500 | 30.00 |
| 9 | Nursing home, bookmobile, homebound | 45 | 1,000 | 22.22 |
| 10 | Bookmobile, homebound | 177 | 3,700 | 20.90 |
| 11 | Bookmobile, deposit collection, homebound | 57 | 1,116 | 19.58 |
| 12 | Deposit collection, homebound | 240 | 3,000 | 12.50 |
| 13 | Deposit collection, homebound | 125 | 1,500 | 12.00 |
| 14 | Films at senior citizen center, deposit collection, homebound | 865 | 8,800 | 10.17 |
| | Total | 4,503 | $190,493 | $42.30 |

NOTE: Among the 14 public libraries selected, service area population ranges are as follows:

| | |
|---|---|
| Less than 50,000 | 5 |
| Between 50,000 and 200,000 | 6 |
| Greater than 200,000 | 3 |
| | 14 |

information on costs and number of persons served. The two libraries with the lowest estimated cost per person served and the two libraries with the highest estimated cost per person served were excluded for purposes of calculation. An average estimated cost per person served was determined from the data of the remaining 14 libraries.

The estimated program costs should be regarded with caution, because of the dramatic variations in cost per person served reported by the 14 libraries. Furthermore, it should be noted that extension services vary greatly in staff time and materials required. Books by mail and deposit collections using volunteers are obviously less costly to maintain than personalized homebound services. Also, methods of accounting for costs are not standardized among public libraries, and definitions of costs and services are not uniform. For example, bookmobile services and costs should be allocated to all users, not merely the aging, when other age groups are served.

For comparison, the estimated cost per person served for all extension services in the first reported phase of the study was $5.72. The average estimated cost per person served for the three extension programs for which detailed specific cost data was obtained in the first phase was $29.92.

(2) Group Programs, Both Those Conducted In and Out of the Library, As Summarized by Respondents Shown in Exhibit XV, Cost About $17 per Aging Person Served per Year

Exhibit XV, following this page, presents data from 14 responding public libraries. This exhibit was constructed in the same manner as Exhibit XIV.

In the first phase it was determined that the average cost per person for group programs was about $1.35 per year. The rather significant variance is felt to be primarily the result of the difficulty experienced by the libraries in obtaining accurate information. However, the ratio of extension service costs to group program costs from data in each phase of the survey shows that extension services are at least over twice as costly per person as group programs.

| | | | First Phase Ratio | Second Phase Ratio |
|---|---|---|---|---|
| Extension Service Cost per Person | ÷ | Group Program Cost per Person | 4.24 | 2.45 |

EXHIBIT XV

National Survey of Library Services to the Aging
EXAMPLES OF ESTIMATED
COSTS OF PROVIDING GROUP PROGRAMS FOR THE AGING

| Library | Types of Service(s) Offered | Estimated Total Number of Persons 65 and Over Served | Estimated Service Expenses | Estimated Cost per Person Served Per Annum |
|---|---|---|---|---|
| 1 | Film programs | 230 | $10,900 | $47.39 |
| 2 | Film programs, book talks | 450 | 15,581 | 34.62 |
| 3 | Film programs | 35 | 600 | 17.14 |
| 4 | Book talks | 60 | 1,000 | 16.67 |
| 5 | Film programs | 45 | 750 | 16.67 |
| 6 | Book talks, films, investment services | 120 | 2,000 | 16.67 |
| 7 | Film programs | 30 | 240 | 8.00 |
| 8 | Movie hour, film programs, book talks | 135 | 1,000 | 7.41 |
| 9 | Special tours, film programs | 106 | 600 | 5.66 |
| 10 | Film Programs | 306 | 1,300 | 4.25 |
| 11 | Art exhibits, senior citizen days | 120 | 500 | 4.17 |
| 12 | Film programs | 25 | 100 | 4.00 |
| 13 | Senior citizen programs, book talks | 150 | 600 | 4.00 |
| 14 | Book talks, film programs | 285 | 1,047 | 3.67 |
| | Total | 2,097 | $36,218 | $17.27 |

NOTE: Among the 14 public libraries selected, service area population ranges are as follows:

| | |
|---|---|
| Less than 50,000 | 5 |
| Between 50,000 and 200,000 | 9 |
| Greater than 200,000 | 0 |
| | 14 |

(3) Meaningful Data on the Costs for Special Materials for the Aging Are Not Available From Survey Responses

As previously noted, the estimates for special materials usage by aging persons are most likely to be in error, since age information is rarely shown in circulation statistics. Furthermore, while cost data for all special materials might be obtainable from library records, the method of allocating these costs to serving the aging is not known. Given these constraints, it would appear that other methods of determining cost per aging person served with special materials are available and should be considered for future study. These include:

- Examination of Library of Congress, DBPH records
- Proration of the cost of establishing a collection of special materials by a public library over the life of the materials and percent of aging users.

It is clear that further research having a special focus on analysis of library service costs will be needed before definitive and reliable cost information is available on services to the aging.

# IV. DEVELOPMENT OF PUBLIC LIBRARY PROGRAMS AND SERVICES TO THE AGING

## IV. DEVELOPMENT OF PUBLIC LIBRARY PROGRAMS AND SERVICES TO THE AGING

This chapter reports the findings from questions contained in the fourth section of the second phase questionnaire dealing with relationships with other community organizations and the attitudes of librarians regarding the priorities, requirements, and constraints involved in providing library services to the aging.

### 1. ABOUT 51% OF RESPONDING PUBLIC LIBRARIES MAINTAIN SOME RELATIONSHIPS WITH OTHER LOCAL AGENCIES INVOLVING LIBRARY SERVICES TO THE AGING

The term "relationship" means a specific interagency contact in which library skills and/or resources are used or made known or available to other agencies involved in services to the aging. Of the 858 public libraries responding, 438, or about 51%, maintain relationships with one or more community agencies serving the aging. A total of 1,126 such relationships were identified, as shown in Exhibit XVI, following this page.

Cooperation with nursing homes predominates. Other agencies comprising the majority of the public libraries' relationships include:

- Councils on aging
- Senior citizens clubs
- Senior citizens housing units
- Senior citizens centers.

As might be expected, the nature of the relationships covers a broad spectrum ranging from the most casual and sporadic contacts to several reports of library personnel holding policy making positions in local councils directly involved with all services to the aging.

Most, but not all, of the responding libraries appear to have repeated or included relationships reported in Section II of the questionnaire (programs or services that your library now provides to those 65 and over) in answering question IV. A. Therefore, the figures presented in Exhibit XVI should be viewed as reporting the total number of relationships existing. Furthermore, in interpreting returned questionnaires, it is clear that the majority of relationships are casual, involving a minimal expenditure of time or effort by the public library.

EXH
National Survey of L
NUMBER OF RELATIONSHIPS BETWEEN PU
INVOLVING LIBRARY

| | Number of Respondents Cooperating with Community Organizations | Number of Relationships Reported | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Nursing Homes | Association of Retired Persons | Recreation Department | Council on Aging | Friends of the Library | Family Services | Visiting Nurses Association | Housing Authority | Health Department | Department of Social Services | Senior Citizens Clubs | Senior Citizens Council | Senior Citizens Housing | Senior Citizens Center |
| Alabama | 8 | 8 | 1 | | | | | | | | | | | | |
| Alaska | 2 | 1 | 2 | | 1 | | | | 1 | 1 | | 1 | | 1 | 1 |
| Arizona | 4 | 1 | | 1 | 1 | | | | | | | | 1 | | |
| Arkansas | 2 | | | | | | | | | | | | | | |
| California | 46 | 3 | 6 | 8 | 5 | 6 | 1 | 2 | 2 | 3 | 5 | 6 | 2 | 2 | 9 |
| Colorado | 6 | 4 | | 1 | | 1 | | | 1 | | | | 1 | 1 | |
| Connecticut | 7 | | | | 1 | | | | 1 | | 1 | | | 3 | |
| Delaware | 1 | 3 | | | | | | | 1 | | | | | | |
| District of Columbia | 1 | | 2 | | 1 | | | | | | | 6 | 1 | | |
| Florida | 11 | 4 | 1 | 2 | 2 | 1 | | | | | | 1 | 2 | 6 | |
| Georgia | 2 | 2 | | | | | | | | | | | | | 4 |
| Hawaii | 1 | | | | | | | | | | | | | | |
| Idaho | 3 | 3 | | | | | | | | 2 | 1 | 1 | | | 1 |
| Illinois | 25 | 3 | 2 | 1 | 3 | 1 | 3 | | 2 | | 1 | 4 | 1 | 5 | 6 |
| Indiana | 10 | 6 | 5 | | 1 | 1 | | | | 1 | | | 1 | 4 | 1 |
| Iowa | 5 | 1 | | | | | | 1 | | | 1 | 1 | | | 1 |
| Kansas | 3 | | | 1 | 1 | | | | | | | | | 1 | 2 |
| Kentucky | 5 | 3 | 1 | | | | | | 1 | | | 6 | | | 1 |
| Louisiana | 10 | 1 | | 1 | 6 | | | | | | | 1 | 2 | | |
| Maine | 2 | | 1 | | | | | | | 2 | | | | | 2 |
| Maryland | 7 | 1 | 1 | 1 | 2 | | | | 1 | 2 | 2 | | | | |
| Massachusetts | 19 | 4 | 2 | | 10 | | | | 4 | 1 | | | | 8 | 5 |
| Michigan | 18 | 4 | 1 | 2 | 1 | | 1 | 2 | 1 | 1 | 2 | 6 | 1 | 4 | 3 |
| Minnesota | 8 | 5 | | | | | 1 | | | | | 2 | 3 | 1 | 1 |
| Mississippi | 7 | | 4 | | 1 | | | | | | | 1 | | 1 | |
| Missouri | 11 | 2 | 1 | | 2 | | | | 1 | | | 1 | 4 | 2 | 1 |
| Montana | -- | | | | | | | | | | | | | | |
| Nebraska | 3 | | | 1 | | | | | 1 | | | | | | |
| Nevada | 1 | | | | | | | | | | | 1 | | | 1 |
| New Hampshire | 1 | | | | | | | | | | | | | | |
| New Jersey | 23 | | 5 | 4 | 7 | 1 | | | 2 | 1 | | 6 | 5 | 6 | 2 |
| New Mexico | 2 | | | | | | | | | | | | | | 1 |
| New York | 37 | 17 | 2 | 2 | 2 | 2 | 1 | | 5 | | | 12 | 7 | 4 | 6 |
| North Carolina | 21 | 4 | 2 | 3 | 4 | | | | 2 | | 6 | 1 | 3 | 2 | 1 |
| North Dakota | 2 | 4 | | | | | | | | | | 1 | | | |
| Ohio | 21 | 62 | 1 | 1 | 3 | | 1 | 5 | 4 | 2 | | 3 | 10 | 21 | 4 |
| Oklahoma | 2 | | | 1 | | | | | | | | | 1 | | |
| Oregon | 4 | 5 | | 1 | 1 | | | | | 1 | | | | 1 | 1 |
| Pennsylvania | 21 | 14 | 3 | 1 | 3 | 3 | 2 | 1 | 2 | | | 3 | | 15 | 4 |
| Rhode Island | 2 | | 2 | | | | | 1 | | | | | | | |
| South Carolina | 9 | 2 | | 1 | 3 | | | | | | | 2 | | 5 | 1 |
| South Dakota | 1 | | | | | | | | | | | | | | 1 |
| Tennessee | 4 | | 1 | | | | | | 1 | | | | 1 | | 1 |
| Texas | 21 | 5 | 3 | 1 | 5 | 1 | | | | | | 2 | 6 | 3 | |
| Utah | | | | | 2 | | | | | | | 1 | 1 | | 1 |
| Vermont | 1 | | | | | | | 1 | | | | 1 | | | |
| Virginia | 12 | 3 | | 2 | 1 | | | | | 2 | 1 | 1 | | 1 | 3 |
| Washington | 6 | | | | 3 | 1 | | | | | 1 | 2 | | | |
| West Virginia | 3 | | | | 1 | | | | | | | 1 | | 1 | 1 |
| Wisconsin | 10 | 3 | | 3 | 3 | | | | 1 | | | 2 | | 6 | 5 |
| Wyoming | 2 | 4 | | | 1 | | | | | 1 | | | | 1 | |
| | 438 | 162 | 49 | 39 | 77 | 18 | 10 | 13 | 34 | 20 | 21 | 76 | 53 | 105 | 71 |

* "Other" include those relationships not classified in the 17 specific headings shown under number of relationships reported, and include Lions Club, YMCA, Red Cross, Community Centers, etc.

EXHIBIT XVI

National Survey of Library Services to the Aging

NUMBER OF RELATIONSHIPS BETWEEN PUBLIC LIBRARIES AND COMMUNITY AGENCIES INVOLVING LIBRARY SERVICES TO THE AGING

| | Number of Relationships Reported | | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| ...sing ...mes | Association of Retired Persons | Recreation Department | Council on Aging | Friends of the Library | Family Services | Visiting Nurses Association | Housing Authority | Health Department | Department of Social Services | Senior Citizens Clubs | Senior Citizens Council | Senior Citizens Housing | Senior Citizens Centers | Community Action Council | Volunteer Bureau | Social Security and Pensions | Other | Total |
| 8 | 1 | | | | | | | | | | | | | | | | | |
| 1 | 2 | | 1 | | | | 1 | 1 | | 1 | | 1 | 1 | 2 | | 3 | 4 | 23 |
| 1 | | 1 | 1 | | | | | | | | 1 | | | | | | | 5 |
| | | | | | | | | | | | | | | | | | 3 | 6 |
| 3 | 6 | 8 | 5 | 6 | 1 | 2 | 2 | 3 | 5 | 6 | 2 | 2 | 9 | 2 | 7 | 2 | 2 | 2 |
| 4 | | 1 | | 1 | | | 1 | | | | 1 | 1 | | | 1 | | 47 | 118 |
| | | | 1 | | | | 1 | | 1 | | | 3 | | | | | 3 | 13 |
| | 2 | | 1 | | | | 1 | | | | | | | | | | 3 | 9 |
| 4 | 1 | 2 | 2 | 1 | | | | | | 6 | 1 | | | | | | 2 | 6 |
| 2 | | | | | | | | | | 1 | 2 | 6 | | 2 | 1 | 1 | 3 | 13 |
| | | | | | | | | | | | | | 4 | 1 | | | 7 | 30 |
| | | | | | | | | | | | | | | | 1 | | 1 | 8 |
| 3 | 2 | 1 | 3 | 1 | 3 | | 2 | 2 | 1 | 1 | | | 1 | | | | 2 | 10 |
| 9 | 5 | | 1 | 1 | | | | | 1 | 4 | 1 | 5 | 6 | | 1 | | 18 | 31 |
| 1 | | | | | | 1 | | 1 | | | 1 | 4 | 1 | | 1 | | 7 | 28 |
| | | 1 | 1 | | | | | | 1 | 1 | | | 1 | 2 | 1 | | 4 | 11 |
| | 1 | | | | | | 1 | | | | | 1 | 2 | | | | 2 | 7 |
| | | 1 | 6 | | | | | | | 6 | | | 1 | 1 | | | | 13 |
| | 1 | | | | | | | 2 | | 1 | 2 | | | 1 | | | 3 | 15 |
| | 1 | 1 | 2 | | | | 1 | 2 | 2 | | | | 2 | | | | | 5 |
| 2 | 2 | | 10 | | | | 4 | 1 | | | | | | 1 | | 1 | 4 | 16 |
| 1 | 1 | 2 | 1 | | 1 | 2 | 1 | 1 | 2 | 6 | 1 | 5 | 5 | | | 1 | 4 | 39 |
| | | | | | 1 | | | | | 2 | 3 | 4 | 3 | 1 | 1 | | 13 | 44 |
| | 4 | | 1 | | | | | | | 1 | | 1 | 1 | | | | 4 | 17 |
| 2 | 1 | | 2 | | | | 1 | | | 1 | 4 | 2 | 1 | 3 | | | 4 | 11 |
| | | 1 | | | | | 1 | | | | | | | | | | 8 | 25 |
| | | | | | | | | | | 1 | | | 1 | | 1 | | 2 | 5 |
| | | | | | | | | | | | | | | | | | | 2 |
| | 5 | 4 | 7 | 1 | | | 2 | 1 | | 6 | 5 | 6 | 2 | | | | 1 | 1 |
| | 2 | 2 | 2 | 2 | 1 | | 5 | | | 12 | 7 | 4 | 1 | | | | 6 | 45 |
| 4 | 2 | 3 | 4 | | | | 2 | | 6 | 1 | 3 | 2 | 6 | 2 | | 1 | 2 | 3 |
| | | | | | | | | | | 1 | | | 1 | 4 | | | 13 | 76 |
| 2 | 1 | 1 | 3 | | 1 | 5 | 4 | 2 | | 3 | 10 | 21 | 4 | 3 | 3 | 1 | 10 | 42 |
| | | 1 | | | | | | | | | 1 | | | | | | 2 | 7 |
| 3 | | 1 | 1 | | | | | 1 | | | | 1 | 1 | | 1 | | 32 | 156 |
| | 3 | 1 | 3 | 3 | 2 | 1 | 2 | | | 3 | | 15 | 4 | 1 | | | 3 | 5 |
| | 2 | | | | | 1 | | | | | | | | | | | 1 | 12 |
| | | 1 | 3 | | | | | | | 2 | | 5 | 1 | | | | 15 | 67 |
| | 1 | | | | | | | | | | | | 1 | | | | 1 | 4 |
| | 3 | 1 | 5 | 1 | | | 1 | | | 2 | 1 | 3 | 1 | 1 | 2 | | 4 | 18 |
| | | | 2 | | | | | | | 1 | 6 | | | | | | 2 | 3 |
| | | | | | | 1 | | | | 1 | 1 | | 1 | | 1 | | 3 | 8 |
| | | 2 | 1 | | | | | 2 | 1 | 1 | | 1 | 3 | | | | 20 | 48 |
| | | | 3 | 1 | | | | | 1 | 2 | | | | | | | 1 | 6 |
| | | 3 | 1 | | | | 1 | | | 1 | | 1 | 1 | | | 1 | 11 | 3 |
| | | | 3 | | | | | | | 2 | | 6 | 5 | | | | 8 | 25 |
| | | | 1 | | | | | 1 | | | | 1 | | | | | 1 | 5 |
| | 49 | 39 | 77 | 18 | 10 | 13 | 34 | 20 | 21 | 76 | 53 | 105 | 71 | 28 | 20 | 11 | 299 | 31 |
| | | | | | | | | | | | | | | | | | | 8 |
| | | | | | | | | | | | | | | | | | | 1,126 |

...ps not classified in the 17 specific headings shown under number of ...e Lions Club, YMCA, Red Cross, Community Centers, etc.

It is interesting to note that while about half of the reporting public libraries have developed some form of relationship with other local agencies serving the aging, the degree of mutual cooperation may be questionable. The failure of libraries and community agencies to coordinate their efforts was cited as a significant constraint to the delivery of library services to the aging by about two-thirds of all libraries responding.

## 2. INCREASING PRIORITY FOR THE DEVELOPMENT OF PROGRAMS AND SERVICES FOR THE AGING IS DESIRED BY LIBRARIANS

The questionnaire asked that the relative priority for program development be ranked among five age groups. The age groups were:

| | |
|---|---|
| . Preschool | Ages 1 - 5 |
| . Children | Ages 6 - 12 |
| . Young People | Ages 13 - 20 |
| . Adults | Ages 21 - 64 |
| . Aging | Age 65 and over. |

Each respondent was requested to evaluate priorities for three time periods: past (five years ago), present, and the desired future priorities (five years hence). The relative priorities for each age group, as ranked by over 450 of the 858 responding librarians, are shown in Exhibits XVII through XIX, following this page. These exhibits are summarized and compared in the table below:

COMPARISON OF RELATIVE PRIORITY
FOR PROGRAM DEVELOPMENT

| PRIORITY | PAST (FIVE YEARS AGO) | PRESENT | FUTURE (FIVE YEARS HENCE) |
|---|---|---|---|
| 1 (Highest) | Adults | Adults | Adults |
| 2 | Children | Children | [Children |
| 3 | Young People | Preschool | Young People] * |
| 4 | Preschool | Young People | [Aging |
| 5 (Lowest) | Aging | Aging | Preschool |

* See Exhibit XIX.

From being ranked last, the desired future priority for services for the aging based upon the close correlation of percentages shown in Exhibit XIX, is on a par with those for children and young people.

The priority for the development of programs and services for adults, ages 21 through 64, is consistently ranked first. Continued and increasing emphasis for adult program development is indicated by priority assessments of responding librarians. Five years ago, adult development priority exceeded that of children, the next highest priority, by only 18%. However,

EXHIBIT XVII

**National Survey of Library Services to the Aging**

PAST RELATIVE PRIORITY AMONG AGE GROUPS FOR PROGRAM DEVELOPMENT

(Five Years Ago)

| Age Group | First Priority | Second Priority | Third Priority | Fourth Priority | Fifth Priority |
|---|---|---|---|---|---|
| Preschool (1-5) | 14% | 15% | 25% | 33% | 13% |
| Children (6-12) | 30 | 44 | 17 | 5 | 3 |
| Young People (13-20) | 8 | 19 | 35 | 26 | 11 |
| Adults (21-64) | 48 | 18 | 19 | 15 | 1 |
| Aging (65 and Over) | 0 | 4 | 4 | 21 | 72 |
| Totals | 100% | 100% | 100% | 100% | 100% |

Source: Booz, Allen & Hamilton survey of public libraries.

EXHIBIT XVIII

**National Survey of Library Services to the Aging**
PRESENT RELATIVE PRIORITY AMONG AGE GROUPS
FOR PROGRAM DEVELOPMENT

| Age Group | First Priority | Second Priority | Third Priority | Fourth Priority | Fifth Priority |
|---|---|---|---|---|---|
| Preschool (1-5) | 16% | 17% | 22% | 26% | 19% |
| Children (6-12) | 18 | 39 | 22 | 13 | 7 |
| Young People (13-20) | 7 | 18 | 27 | 26 | 22 |
| Adults (21-64) | 54 | 15 | 15 | 11 | 6 |
| Aging (65 and Over) | 5 | 11 | 14 | 24 | 46 |
| Totals | 100% | 100% | 100% | 100% | 100% |

Source: Booz, Allen & Hamilton survey of public libraries.

EXHIBIT XIX
National Survey of Library Services to the Aging
FUTURE RELATIVE PRIORITY AMONG AGE GROUPS
FOR PROGRAM DEVELOPMENT
(Five Years Hence)

| Age Group | First Priority | Second Priority | Third Priority | Fourth Priority | Fifth Priority |
|---|---|---|---|---|---|
| Preschool (1-5) | 9% | 14% | 20% | 28% | 30% |
| Children (6-12) | 8 | 28 | 22 | 24 | 18 |
| Young People (13-20) | 9 | 23 | 28 | 20 | 21 |
| Adults (21-64) | 66 | 10 | 7 | 8 | 9 |
| Aging (65 and Over) | 8 | 25 | 23 | 20 | 22 |
| Totals | 100% | 100% | 100% | 100% | 100% |

Source: Booz, Allen & Hamilton survey of public libraries.

the desired future priority for adults exceeds the closest rivals by 57%. For the present and future, over half of all respondents stated that first priority was assigned to the adult (21-64) category.

3. EXTENSION SERVICES ARE JUDGED TO HAVE THE GREATEST IMPORTANCE FOR THE AGING

As previously discussed, the aging who desire library services, compared to other age groups in the general population, have less access to conventional library services and facilities. This problem can be satisfied, in part, through extension services. The group characteristics which are pertinent are:

- Chronic health restrictions
- Reduced access to and use of private transportation.

Librarians were asked to evaluate the need for various types of services for the aging. Sixty-four percent indicated that extension services were necessary and very important, as shown in Exhibit XX, following this page. Special materials were ranked next in importance, followed by group programs. The emphasis on the importance of extension programs is supported by a comparison of the number of persons served and expenditures for programs or services serving the aging as found in both the first phase and this survey.

4. AFTER INADEQUATE FUNDS, THE NEXT MOST SIGNIFICANT CONSTRAINTS IN PROVIDING LIBRARY SERVICES TO THE AGING ARE RELATED TO THE DIFFICULTY OF THE AGING GETTING TO THE LIBRARY

Insufficient funds were cited as the most significant constraint to providing library services to the aging. Over a third of those who felt insufficient funds were a "most significant" constraint ranked it first in order of relative priority. This is easily understood, since an unlimited or less restricted availability of funds could alleviate most other constraints.

The second and third most significant constraints relate to the difficulty of access to the library, as shown in Exhibit XXI, following Exhibit XX. Architectural barriers and inadequate transportation were considered most significant constraints by 29% and 27% of the respondents, respectively.

Specific architectural barriers mentioned included:

- Difficult stairs, including lack of ramps
- Lack of meeting rooms
- General lack of space throughout the library building.

EXHIBIT XX
National Survey of Library Services
to the Aging
LIBRARIAN EVALUATION OF NEEDS
FOR THE AGING BY TYPE OF SERVICE

| Type of Service | Librarian Evaluation of the Need for Each Type of Service | | |
|---|---|---|---|
| | Necessary | Beneficial | Not Needed |
| Extension | 64% | 31% | 5% |
| Special Materials | 56 | 39 | 5 |
| Group Programs | 43 | 49 | 8 |

EXHIBIT XXI
National Survey of Library Services to the Aging
THE SIGNIFICANCE OF VARIOUS
CONSTRAINTS REGARDING LIBRARY SERVICES TO THE AGING

| Constraints | Opinion of Librarians Regarding Significance of Constraints | | |
|---|---|---|---|
| | Most Significant | Significant | Not Significant |
| Insufficient funds | 50% | 30% | 20% |
| Architectural barriers in libraries | 29 | 22 | 49 |
| Inadequate transportation | 27 | 43 | 30 |
| Inadequate coordination among all community agencies | 20 | 46 | 34 |
| Philosophy that most library needs be met as a part of general services | 14 | 36 | 50 |
| Insufficient availability of program consultation and technical assistance | 13 | 42 | 45 |
| Lack of staff training opportunities | 13 | 39 | 48 |
| Lack of appropriate materials | 11 | 27 | 62 |
| Inability to recruit interested and qualified staff: | | | |
| Professional | 10 | 22 | 68 |
| Paraprofessional | 10 | 23 | 67 |
| Internal library organization | 9 | 31 | 60 |
| Inadequate publicity for existing services | 8 | 41 | 51 |
| Fear for personal safety | 2 | 11 | 87 |

Of those indicating architectural barriers were a most significant constraint, about one-fourth felt that this problem was the first priority. Respondents concerned about architectural barriers are apt to be occupants of old or inadequate libraries. It is significant, however, that access difficulties by the aging are recognized. This awareness is likely to result in an alleviation of architectural barriers in the next generation of library facilities in these locales.

Ranked in relative importance by responding libraries, the next most significant constraint cited was inadequate coordination among community agencies servicing the aging. In addition to the constraints ranked in Exhibit XXI, other items were mentioned by respondents.

- Lack of interest, without specification as to whether that lack was on the part of the aging, or the library, or both.
- Difficulty in identifying the aging.
- Lack of staff.

# V. OVERALL OBSERVATIONS AND CONCLUSIONS

## V. OVERALL OBSERVATIONS AND CONCLUSIONS

This chapter presents major observations and conclusions based upon the findings presented in Chapters II, III, and IV.

### 1. LESS THAN TWO PERCENT OF THE AGING IN THE UNITED STATES ARE ESTIMATED TO RECEIVE SPECIFIC LIBRARY SERVICE FROM PUBLIC LIBRARIES

The survey sampled public libraries providing services to 145 million Americans, or about 70% of the population. Returns were received from libraries with total service areas encompassing slightly over 50% of the total 65 and over population. These libraries provided specific services to about 173,000 aging persons, inclusive of:

- Extension services--119,000 aging served
- Special materials--27,000 aging served
- Group programs--27,000 aging served.

There may be, however, duplication in the extension and special materials categories in reports of the number of persons served. These factors would tend to inflate the total number receiving specific services. The reasons why the remaining 35% of the public libraries surveyed did not respond are not known. It can be assumed that most public libraries providing significant programs were motivated to report their activities.

Extrapolating over the whole population, about 350,000 or less than 2% of the total aging population may be recipients of public services to the aging as defined in this study. However, since the aging per se are not readily visible in library statistics, these figures must not be interpreted as being conclusive.

### 2. LESS THAN 20% OF PUBLIC LIBRARIES ARE ESTIMATED TO PROVIDE SPECIFIC PROGRAMS OR SERVICES FOR THE AGING

The study criteria, as explained within the questionnaire, were explicit and rigid. Many responses did not contain sufficient data to evaluate the scope or degree of services provided. In almost every case, it was assumed that study criteria were followed and met.

All questionnaires were screened to ascertain the number of responding public libraries that provide specific library services most

clearly meeting the study criteria. The screening sought to classify the spectrum of all public libraries' programs and services to the aging within five groupings:

- Services exclusively designed for the aging
- Services targeted for and used primarily by the aging
- Services benefiting the aging, but offered to all
- General services likely to be often used by the aging
- No service for the aging.

Based upon the screened survey responses, it would appear that an estimated maximum of 20% of public libraries serving populations over 25,000 offer specific services to the aging. There was no attempt made to evaluate the scope of these programs. Often, it is felt, extension services at senior citizens centers, for example, are probably part of a larger extension service. About 16% were classified as providing no service for the aging as defined by the study.

Nonetheless, the fact that about 20% did appear to offer specific services for the aging indicates that the estimated 4% of all public libraries offering such services, as determined in the first phase of the survey, was overly conservative.

3. BETWEEN 250,000 TO 500,000 AGING PERSONS COULD BE POTENTIAL USERS OF EXTENSION SERVICES FROM PUBLIC LIBRARIES

Extension services, as defined in the survey, are used by over two-thirds of all aging who are served by library services to the aging. Aging persons in need of extension services include those who have limited transportation access or resources or who are physically unable to visit their library. This group, as shown in the first study phase, constitutes a large portion of the aging population--clearly over 25%. If between 5% and 10% of the group were to benefit from and desire library services, then between 250,000 and 500,000 are potentially in need of extension services from public libraries. While these calculations are rough estimates, they present a suggestion of the demand for extension services for the aging. Respondents to this survey served about 120,000 aging persons through extension services. Furthermore, as the literacy level of the aging continues to increase, the demand for extension services can similarly be expected to increase. All of this however, does not address the important question of the quality of extension services rendered.

4. PUBLIC LIBRARIES ARE PLACING INCREASED EMPHASIS ON LIBRARY SERVICES TO THE AGING; HOWEVER, REGULAR AND SUSTAINED FUNDING WILL BE REQUIRED TO ASSURE ADEQUATE SERVICES

While most respondents indicated that the delivery of library service to the aging is not receiving priority treatment, the consensus was that this field was receiving greater attention than five years ago and merited increased priority in the future. Increased amounts of financial support are currently being directed to this end.

However, there are many segments of the library's service area population that have and will be making similar claims on library resources. The only way to insure that library services to the aging will receive increased attention is to develop and maintain financial resources committed to this goal. To date, this generally has not been accomplished.

5. THE RECOMMENDATIONS OF THE FIRST PHASE REPORT REMAIN APPROPRIATE FOR FUTURE PLANNING AND ACTION

No new information has been detected in the second phase that would invalidate the recommendations made and reported as a result of the first phase of the survey. The recommendations are condensed and summarized below.

- Services to the aging should be regarded as a distinct program for purposes of planning, coordination, and evaluation but should consist of an aggregation of several services, each designed to meet the special needs of the aging.

- Federal library legislation should formally recognize the aging as a distinct group of disadvantaged persons and provide funds for program development and professional training.

- Organization for the planning, development, and evaluation of library services to the aging should be strengthened at the federal, state, and local levels.

- The states should give higher priority to library services to the aging.

- Programs offering the most service for the lowest unit cost should receive increased emphasis.

- Public libraries should insure that opportunities to meet the special needs of aging individuals are investigated and developed.

- The use of the aging as paid employees for work with their peers should be substantially expanded.

- Further research should be undertaken which builds on the findings and recommendations of this study.

In addition, the second study phase increasingly validated the need for additional research. Efforts meriting immediate examination include:

- A study of aging user and nonuser needs:

  - The staff skills needed for effective services to the aging including their identification and location

  - The aging person's estimate of his own library needs and desires

  - The reading and program interests of the aging, including comparison of reading interests of well aging and institutionalized

  - The barriers to library services as seen by the aging, including psychological, architectural, information, and environmental factors.

- A detailed examination of the costs of providing specific library programs and services for use by librarians in planning and developing future services.

  - Cost/benefit study of personal, direct professional service to aging users versus deposit collections.

  - Cost/benefit comparison of taking materials to the aging versus bringing the aging to the library.

- A study of librarian attitudes regarding work with the aging.

- A study of methods of collecting valid data of library use, e.g., comparable statistics of group services, annual showings versus total annual audience, etc.

# APPENDIXES

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| SURVEY QUESTIONNAIRE AND FOLLOW-UP LETTERS | A |
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# APPENDIX A

Survey Questionnaire and Follow-Up Letters

# INDEX TO APPENDIX A


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| SAMPLE QUESTIONNAIRE MAILED JULY 24, 1972 | A (1) |
| SAMPLE COVERING LETTER TO RESPONDENTS OF THE FIRST PHASE | A (2) |
| FIRST FOLLOW-UP LETTER MAILED AUGUST 18, 1972 | A (3) |
| SECOND FOLLOW-UP LETTER MAILED SEPTEMBER 13, 1972 | A (4) |

**BOOZ · ALLEN & HAMILTON** Inc.
*Management Consultants*

APPENDIX A (1)

NEW YORK WASHINGTON CLEVELAND DETROIT
CHICAGO DALLAS LOS ANGELES SAN FRANCISCO
TORONTO MEXICO CITY RIO DE JANEIRO
LONDON DUSSELDORF

600 UNION COMMERCE BUILDING
CLEVELAND · 44115
696-1900
AREA CODE 216

Dear Librarian:

Booz, Allen & Hamilton has been retained by the Cleveland Public Library, under a grant from the United States Office of Education, to conduct the second phase of a study concerning services by libraries to the 65 and older population. The first phase of this study dealt with current programs and services conducted for people 65 and older at some 260 libraries of all types. Initial results were shared with the delegates to the 1971 White House Conference on Aging. The second phase is directed to all public libraries (some 1,300) with service-area populations exceeding 25,000 to determine the current state of library programs and services to those 65 and older.

This questionnaire will provide invaluable base-line data for planning and evaluating future library programs and services for those 65 and older by local, state, and federal library agencies.

Any comments you may wish to make at appropriate locations in the questionnaire or on a separate sheet of paper would be valued. Please return your completed questionnaire within the next few days, using the enclosed addressed postage-paid envelope.

Thank you for your library's cooperation.

Sincerely,

Douglas W. Metz
Vice President

BOOZ, ALLEN & HAMILTON Inc.

---

NAME OF LIBRARY _____

ADDRESS _____

_____

NAME AND TITLE OF PERSON REPORTING _____

_____

---

NATIONAL SURVEY OF LIBRARY SERVICES TO THE AGING

I. GENERAL INFORMATION

Please indicate the:

. Population of the library's service area _____
. Number of persons 65 or older in the service area _____
. Total operating budget of the library for the current fiscal year _____
. Number of full-time equivalent employees _____

## II. PROGRAMS OR SERVICES THAT YOUR LIBRARY NOW PROVIDES TO THOSE 65 AND OLDER

Please describe, in the spaces below, any of your library's programs or services in which 50% or more of the participants are 65+ years of age. These programs or services should not include regular or routine services provided on an individual basis, such as special shelves, book lists, etc.

| Type of Program or Service | Average Number of Regular Participants | | Annual Budget for Program or Service (or Estimated Cost) | Funding Source (If from other than Local Taxation) | Full-Time Equivalent Staff Involved | Comments--We would appreciate your comments on significant aspects of the programs, evaluations, etc. |
|---|---|---|---|---|---|---|
| | Under 65 | 65+ | | | | |
| Extension of Library Services (e.g., deposit collection, bookmobile, homebound services, subbranches in housing projects for the aged, nursing homes, etc.)<br>Please List | | | | | | |
| Special Materials (e.g., large print books, talking books, magnifiers, and other reading aids, etc.)<br>Please List | | | | | | |
| Group Programs IN the Library (e.g., book talks, films, library clubs, etc.)<br>Please List | | | | | | |
| Group Programs OUT of the Library (e.g., services to the aging through other organizations, such as book talks, and through the news media, such as radio and TV, special information services for the aging, etc.)<br>Please List | | | | | | |

## III. FINANCIAL SUPPORT FOR PROGRAMS OR SERVICES TO THOSE 65 AND OLDER

Please indicate the:

| | Fiscal Year | | | |
|---|---|---|---|---|
| | 1970 | 1971 | 1972 | 1973 |
| Amount formally budgeted for 65+ | | | | |
| Amount obtained for those 65+ from outside sources | | | | |
| Sources: LSCA | | | | |
| Older Americans Act | | | | |
| Other federal grants | | | | |
| State | | | | |
| Contracts for service | | | | |
| Philanthropy | | | | |
| Other | | | | |
| Total | | | | |

## IV. DEVELOPMENT OF PROGRAMS OR SERVICES BENEFITING THOSE 65 AND OLDER

A. Please describe below any relationships that may exist between your library and community agencies and organizations involving library services to the aging.

| Name of Community Agency or Organization | Description of Relationship |
|---|---|
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

B. Present and Future Priorities

Using a priority scale of 1 (highest) to 5 (lowest), please rank the relative priority for program development which you feel reflects your library's position for the designated periods for programs or services to the following age groups:

| | | Program Development Priority 5 Years Ago | Present Program Development Priority | Desired Program Development Priority 5 Years from Today |
|---|---|---|---|---|
| Preschool | ( 1- 5) | _____ | _____ | _____ |
| Children | ( 6-12) | _____ | _____ | _____ |
| Young Adults | (13-20) | _____ | _____ | _____ |
| Adults | (21-64) | _____ | _____ | _____ |
| Aging | (65+) | _____ | _____ | _____ |

C. Needs

Please indicate future needs for programs or services benefiting those 65 and older by placing a check in the appropriate space.

| Type of Program or Service | Very Important and Necessary | Some Significant Benefits | Not Needed |
|---|---|---|---|
| Extension | ☐ | ☐ | ☐ |
| Special Materials | ☐ | ☐ | ☐ |
| Group Programs | ☐ | ☐ | ☐ |
| Other (e.g., Information & Referral Center) Please specify _____ | ☐ | ☐ | ☐ |

D. Constraints

Please indicate by check marks in one of the three right hand columns the degree to which you believe the following factors operate as constraints on your library's capacity to serve the library needs of those 65 and older.

| | Not Significant | Significant | Most Significant |
|---|---|---|---|
| ____ Insufficient availability of program consultation and technical assistance | ☐ | ☐ | ☐ |
| ____ Inadequate transportation | ☐ | ☐ | ☐ |
| ____ Internal library organization | ☐ | ☐ | ☐ |
| ____ Lack of staff training opportunities | ☐ | ☐ | ☐ |
| ____ Fear for personal safety | ☐ | ☐ | ☐ |
| ____ Inadequate publicity for existing services | ☐ | ☐ | ☐ |
| ____ Philosophy that most library needs be met as a part of general, not special services | ☐ | ☐ | ☐ |
| ____ Inadequate coordination among all community agencies | ☐ | ☐ | ☐ |
| ____ Inability to recruit interested and qualified staff: Professional | ☐ | ☐ | ☐ |
| Paraprofessional | ☐ | ☐ | ☐ |
| ____ Lack of appropriate materials (Please specify) | ☐ | ☐ | ☐ |
| _____ | | | |
| _____ | | | |
| ____ Insufficient funds | ☐ | ☐ | ☐ |
| ____ Architectural barriers in libraries (Please specify) | ☐ | ☐ | ☐ |
| _____ | | | |
| ____ Other (Please specify) | ☐ | ☐ | ☐ |
| _____ | | | |

* For constraints you have checked as being Most Significant, please indicate their relative priority in the space provided in the left hand margin next to the appropriate entry. Use 1 to indicate the highest priority and continue in decreasing numerical order.

---

Please return completed questionnaire in the enclosed addressed, postage-paid envelope as soon as possible to:

Booz, Allen & Hamilton Inc.
Room 600, Union Commerce Building
925 Euclid Avenue
Cleveland, Ohio 44115
ATTENTION: Mr. Douglas W. Metz

Thank you for your cooperation.

COMMENTS (Use additional pages as necessary):

_____

_____

_____

_____

_____

_____

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*Management Consultants*

NEW YORK WASHINGTON CLEVELAND DETROIT
CHICAGO DALLAS LOS ANGELES SAN FRANCISCO
TORONTO MEXICO CITY RIO de JANEIRO
LONDON DUSSELDORF

600 UNION COMMERCE BUILDING
CLEVELAND · 44115
696-1900
AREA CODE 216

(FOR LIBRARIES RESPONDING TO FIRST PHASE QUESTIONNAIRE)

Dear Librarian:

The enclosed questionnaire is part of the second phase of a national survey of library services to the aging (65 years of age and older). The first phase provided material for a special report used by the White House Conference on Aging. The Conference proposed several legislative steps to enhance the scope of library programs and services for those 65 and older. Your library responded to the questionnaire sent during the first phase.

The enclosed questionnaire contains some portions which duplicate the Phase I questionnaire. We have completed those portions of this questionnaire for which we already have received your response. Please check to insure that the information entered is current and provide the additional information requested.

Your previous cooperation was the essential ingredient in the successful completion of the first phase of the study. We look forward to your response to this final phase of the survey.

Sincerely,

Douglas W. Metz
Vice President

BOOZ, ALLEN & HAMILTON Inc.

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*Management Consultants*

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LONDON DUSSELDORF

600 UNION COMMERCE BUILDING
CLEVELAND · 44115
696-1900
AREA CODE 216

(FIRSTFOLLOW-UP LETTER MAILED AUGUST 18, 1972)

Dear Librarian:

Several weeks ago Booz, Allen & Hamilton sent your library a questionnaire about the nature and extent of its services for people 65 years of age and older. To date our records indicate that we have not received a response from your library.

This important study will provide essential basic information for the planning and delivery of library programs and services for those 65 years of age and older by local, state, and federal agencies. Your response will constitute an important element of this study. For your convenience, an additional copy of the questionnaire is enclosed. Your cooperation in this significant survey is very much appreciated.

Sincerely,

Douglas W. Metz
Vice President

BOOZ, ALLEN & HAMILTON Inc.

BOOZ · ALLEN & HAMILTON Inc.
*Management Consultants*

NEW YORK WASHINGTON CLEVELAND DETROIT
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LONDON DUSSELDORF

800 UNION COMMERCE BUILDING
CLEVELAND · 44115
696-1900
AREA CODE 216

(SECOND FOLLOW-UP LETTER MAILED SEPTEMBER 15, 1972)

September 15, 1972

Dear Librarian:

Your assistance is urgently needed.

If our records are correct, your library has not responded to the Booz, Allen & Hamilton questionnaire regarding library services to people 65 years of age and older.

This study is important. It will be the foundation for future planning of library programs and services for those 65 years of age and older... over 20 million people. The responses from your library and others where service-area populations exceed 25,000 will provide invaluable data upon which conclusions and recommendations can be based.

As of today, over 50% of those queried have responded. We would like your library to be included. Your response--including your attitudes, your recommendations, and your report on whether or not you have any programs and services specifically designed for or specifically benefiting the aging--will constitute a vital element of this study. For your convenience, an additional copy of the questionnaire is enclosed. Please return your completed questionnaire in the enclosed envelope as soon as possible.

Your assistance will be very much appreciated.

Sincerely,

Douglas W. Metz
Vice President

BOOZ, ALLEN & HAMILTON Inc.

Enclosures

# APPENDIX B

## Names and Locations of Responding Public Libraries

## RESPONSES TO LIBRARY QUESTIONNAIRES

| City | Name of Library |
|---|---|
| **Alabama** | |
| Bessemer | Bessemer Public Library |
| Birmingham | Birmingham Public and Jefferson County Free Library |
| Clanton | Cahaba Regional Library |
| Cullman | Cullman County Public Library |
| Dadeville | Horseshoe Bend Regional Library |
| Decatur | Wheeler Basin Regional Library |
| Florence | Muscle Shoals Regional Library |
| Gadsden | Gadsden Public Library |
| Mobile | Mobile Public Library |
| Montgomery | Montgomery Public Library |
| Winfield | Northwest Regional Library |
| **Alaska** | |
| Anchorage | Z. J. Loussac Library |
| Fairbanks | Fairbanks North Star Borough Library |
| **Arizona** | |
| Florence | Pinal County Free Library |
| Kingman | Kingman Public Library |
| Mesa | Mesa Public Library |
| Phoenix | Maricopa County Free Public Library |
| Prescott | Prescott Public Library |
| Scottsdale | Scottsdale Public Library |
| Tempe | Tempe Public Library |
| Tombstone | Tombstone-Cochise County Library |
| Tucson | Tucson Public Library |
| Yuma | Yuma Public Library |

Arkansas

| | |
|---|---|
| El Dorado | Barton Library |
| Fort Smith | Carnegie City Library |
| Little Rock | Little Rock Public Library |
| Searcy | White County Library |

California

| | |
|---|---|
| Alameda | Alameda Free Library |
| Alhambra | Alhambra Public Library |
| Anaheim | Anaheim Public Library |
| Arcadia | Arcadia Public Library |
| Auburn | Auburn-Placer County Library |
| Belmont | San Mateo County Library |
| Berkeley | Berkeley Public Library |
| Beverly Hills | Beverly Hills Public Library |
| Burbank | Burbank Public Library |
| Burlingame | Burlingame Public Library |
| Chula Vista | Chula Vista Public Library |
| Corona | Corona Public Library |
| Covina | Covina Public Library |
| Daly City | Daly City Public Library |
| Downey | Downey City Library |
| Escondido | Escondido Public Library |
| Eureka | Humboldt County Library |
| Fresno | Fresno County Free Library |
| Fullerton | Fullerton Public Library |
| Glendale | Glendale Public Library |
| Hayward | Hayward Public Library |
| Huntington Beach | Huntington Beach Public Library |
| Inglewood | Inglewood Public Library |
| Livermore | Livermore Public Library |
| Lodi | Lodi Public Library |
| Lompoc | Lompoc Public Library |
| Long Beach | Long Beach Public Library |
| Los Angeles | Los Angeles Public Library |
| Madera | Madera County Library |
| Menlo Park | Menlo Park Public Library |

California (continued)

| | |
|---|---|
| Merced | Merced County Free Library |
| Modesto | Stanislaus County Library |
| Monterey | Monterey Public Library |
| Mountain View | Mountain View Public Library |
| National City | National City Public Library |
| Newport Beach | Newport Beach Public Library |
| Oceanside | Oceanside Public Library |
| Ontario | Ontario City Library |
| Orange | Orange County Library |
| Oroville | Butte County Library |
| Oxnard | Oxnard Public Library |
| Palo Alto | Palo Alto City Library |
| Peninsula | Palos Verdes District Library |
| Pasadena | Pasadena Public Library |
| Pomona | Pomona Public Library |
| Red Bluff | Tehama County Library |
| Redding | Shasta County Library* |
| Redlands | A. K. Smiley Public Library |
| Redwood City | Redwood City Public Library |
| Richmond | Richmond Public Library |
| Riverside | Riverside City and County Public Library |
| Sacramento | Sacramento City-County Library |
| Salinas | Monterey County Library |
| San Bernardino | San Bernardino Public Library |
| San Bruno | San Bruno Public Library |
| San Diego | San Diego County Library |
| | San Diego Public Library |
| San Francisco | San Francisco Public Library |
| San Jose | San Jose Public Library |
| San Leandro | San Leandro Community Library |
| San Luis Obispo | San Luis Obispo County Library |
| | San Luis Obispo Public Library |
| San Mateo | San Mateo Public Library |
| San Rafael | Marin County Library |
| Santa Ana | Santa Ana Public Library |
| Santa Barbara | Santa Barbara Public Library |
| Santa Clara | Santa Clara Public Library |
| Santa Cruz | Santa Cruz Public Library |
| Santa Maria | Santa Maria Public Library |
| Santa Monica | Santa Monica Public Library |
| South San Francisco | South San Francisco Public Library |

California (continued)

| | |
|---|---|
| Stockton | Stockton-San Joaquin County Library |
| Sunnyvale | Sunnyvale Public Library |
| Ukiah | Mendocino County Library |
| Upland | Upland Public Library |
| Vallejo | Vallejo Public Library |
| Ventura | Ventura County and City Library |
| Whittier | Whittier Public Library |
| Yreka | Siskiyou County Library |
| Yuba City | Sutter County Free Library |

Colorado

| | |
|---|---|
| Aurora | Aurora Public Library |
| Boulder | Boulder Public Library |
| Colorado Springs | Pikes Peak Regional Library District |
| Denver | Denver Public Library |
| Fort Collins | Fort Collins Public Library |
| Golden | Jefferson County Public Library |
| Greeley | Greeley Public Library |
| | Weld County Public Library |
| Littleton | Arapahoe Regional District Library |

Connecticut

| | |
|---|---|
| Bristol | Bristol Public Library |
| Danbury | Danbury Library |
| Fairfield | Fairfield Public Library |
| Greenwich | Greenwich Library |
| Meriden | Curtis Memorial Library |
| Milford | Taylor Library |
| New Haven | New Haven Free Public Library |
| Newington | Lucy Robbins Welles Library |
| Norwich | Otis Library |
| Stamford | Ferguson Library |
| Vernon | Rockville Public Library |
| Wallingford | Wallingford Public Library |
| West Hartford | West Hartford Public Library |

Delaware

| | |
|---|---|
| Dover | Dover Public Library |

District of Columbia

| | |
|---|---|
| Washington | The Public Library of the District of Columbia |

Florida

| | |
|---|---|
| Altamonte Springs | South Seminole Community Library |
| Bradenton | Manatee County Library System |
| Clearwater | Clearwater Public Library |
| Fort Lauderdale | Fort Lauderdale Public Library |
| Fort Myers | Lee County Free Library |
| Fort Pierce | St. Luci-Okechobee Regional Library |
| Gainesville | Santa Fe Regional Library |
| Hallandale | Hallandale Public Library |
| Hialeah | Hialeah John F. Kennedy Library |
| Jacksonville | Jacksonville Public Library System |
| Key West | Monroe County Public Library |
| Largo | Largo Public Library |
| Live Oak | Suwanne River Regional Library |
| Miami Beach | Miami Beach Public Library |
| Naples | Collier County Free Public Library |
| New Port Richey | New Port Richey Public Library |
| Orlando | Orlando Public Library |
| Palatka | Palatka Public Library |
| Panama City | Northwest Regional Library System |
| Pembroke Pines | Pembroke Pines Public Library |
| Pensacola | West Florida Regional Library |
| Pompano Beach | Pompano Beach Public Library |
| Sarasota | Sarasota Public Library |
| Stuart | Martin County Public Library |
| Tallahassee | Leon and Jefferson County Public Library |
| Tampa | Tampa-Hillsborough County Library System |
| Vero Beach | Indian River County Library |
| Winter Park | Winter Park Public Library |
| Zephyrhills | Zephyrhills Public Library |

Georgia

| | |
|---|---|
| Albany | Albany Public Library |
| Atlanta | Atlanta Public Library |
| East Point | East Point Public Library |
| Marietta | Cobb County Public Library |
| Newnan | Carnegie Library of Newnan and Coweta County |

Hawaii

| | |
|---|---|
| Honolulu | Hawaii State Library System |

Idaho

| | |
|---|---|
| Boise | Boise Public Library |
| Idaho Falls | Idaho Falls Public Library |
| Pocatello | Pocatello Public Library |

Illinois

| | |
|---|---|
| Alton | Hayner Public Library |
| Arlington Heights | Arlington Heights Memorial Library |
| Belleville | Belleville Public Library |
| Burbank | South Stickney Public Library |
| Champaign | Champaign Public Library |
| Chicago | Chicago Public Library |
| Chicago Heights | Chicago Heights Free Public Library |
| DeKalb City | DeKalb Public Library |
| Des Plaines | Des Plaines Public Library |
| Dolton Village | Dolton Public Library |
| Downers Grove | Downers Grove Public Library |
| Dundee | Dundee Township Library |
| Elgin | Gail Borden Public Library |
| Elmhurst | Elmhurst Public Library |
| Elmwood Park Village | Elmwood Park Public Library |
| Evanston | Evanston Public Library |
| Evergreen Park Village | Evergreen Park Public Library |
| Freeport | Freeport Public Library |
| Galesburg | Galesburg Public Library |
| Joliet | Joliet Public Library |
| Kankakee | Kankakee Public Library |

Illinois (continued)

| | |
|---|---|
| Libertyville | Cook Memorial Library |
| Lockport | Lockport Township Public Library |
| Loves Park | North Suburban District Library |
| Maywood | Maywood Public Library |
| Morton Grove Village | Morton Grove Public Library |
| Niles Village | Niles Public Library District |
| Normal Town | Normal Public Library |
| North Chicago City | North Chicago Public Library |
| Northbrook Village | Northbrook Public Library |
| Oak Lawn | Oak Lawn Public Library |
| Oak Park | Oak Park Public Library |
| Palatine Village | Palatine Public Library |
| Park Forest | Park Forest Public Library |
| Park Ridge | Park Ridge Public Library |
| Peoria | Peoria Public Library |
| Quincy | Free Public Library and Reading Room |
| Rock Island | Rock Island Public Library |
| Rockford | Rockford Public Library |
| Schaumburg | Schaumburg Township Public Library |
| Springfield | Lincoln Library |
| Urbana | Urbana Free Library |
| Waukegan | Waukegan Public Library |
| Wheaton | Wheaton Public Library |
| Wheeling | Wheeling Public Library District |
| Wilmette | Wilmette Public Library |

Indiana

| | |
|---|---|
| Anderson | Anderson Public Library |
| Bedford | Bedford Public Library |
| Columbus | Bartholomew County Library |
| Connersville | Connersville Public Library |
| Elkhart | Elkart Public Library |
| Evansville | Evansville Public and Vanderburgh County Public Library |
| | Willard Library |
| Franklin | Franklin Public Library |
| Gary | Gary Public Library |
| Hammond | Hammond Public Library |
| Indianapolis | Indianapolis-Marion County Public Library |

Indiana (continued)

| | |
|---|---|
| Jeffersonville | Jeffersonville Township Public Library |
| Kokomo | Kokomo Public Library |
| Lafayette | Albert A. Wells Memorial Library |
| Logansport | Logansport-Cass County Public Library |
| Madison | Jefferson County Library |
| Marion | Marion Public Library |
| Michigan City | Michigan City Public Library |
| Muncie | Muncie Public Library |
| New Albany | New Albany-Floyd County Public Library |
| Richmond | Morrisson-Reeves Library |
| Seymour | Seymour Public Library |
| Terre Haute | Vigo County Public Library |

Iowa

| | |
|---|---|
| Ames | Ames Public Library |
| Burlington | Burlington Free Public Library |
| Cedar Falls | Cedar Falls Public Library |
| Clinton | Clinton Public Library |
| Council Bluffs | Council Bluffs Free Public Library |
| Davenport | Davenport Public Library |
| Dubuque | Carnegie-Stout Public Library |
| Eldridge | Scott County Library |
| Fort Dodge | Fort Dodge Public Library |
| Iowa City | Iowa City Public Library |
| Mason City | Mason City Public Library |
| Moville | Woodbury County Library |
| Newton | Jasper County Library |
| Ottumwa | Ottumwa Public Library Cooperative Center |

Kansas

| | |
|---|---|
| Emporia | Emporia Public Library |
| Hutchinson | Hutchinson Public Library |
| Junction City | George Smith Public Library |
| Leavenworth | Leavenworth City Library |
| Salina | Salina Public Library |
| Topeka | Topeka Public Library |
| Wichita | Wichita Public Library |

Kentucky

| | |
|---|---|
| Ashland | Ashland Public Library |
| Bowling Green | Bowling Green Public Library |
| Central City | Muhlenberg County Library |
| Elizabethtown | Hardin County Free Public Library |
| Frankfort | Paul Sawyier Library |
| Greenup | Greenup County Library |
| Hopkinsville | Hopkinsville Public Library |
| Lexington | Lexington Public Library* |
| Mayfield | Graves County Public Library |
| Murray | Murray-Calloway County Public Library |
| Owensboro | Owensboro-Daviess County Public Library |
| Paducah | Paducah Area Public Library |
| Pikeville | Pikeville Free Public Library |
| Shepherdsville | Public Library of Bullitt County |
| Somerset | Somerset-Pulaski County Public Library |

Louisiana

| | |
|---|---|
| Abbeville | Vermilion Parish Library |
| Bastrop | Morehouse Parish Library |
| Baton Rouge | East Baton Rouge Parish Library |
| Benton | Bossier Parish Library |
| Chalmette | St. Vernard Parish Library |
| Clinton | Audubon Regional Library |
| Crowley | Acadia Parish Library |
| Hahnville | St. Charles Parish Library |
| Houma | Terrebonne Parish Library |
| Jennings | Jefferson Davis Parish Library |
| Lafayette | Lafayette Public Library |
| Lake Charles | Calcasieu Parish Public Library |
| Leesville | Vernon Parish Library |
| Livingston | Livingston Parish Library |
| Metairie | Jefferson Parish Library |
| Monroe | Ouachita Parish Library |
| New Iberia | Iberia Parish Library |
| Opelousas | Opelousas-Eunice Public Library |
| Ruston | Lincoln Parish Library |
| Ville Platte | Evangeline Parish Library |

Maine

| | |
|---|---|
| Bangor | Bangor Public Library |
| Lewiston | Lewiston Public Library |

Maryland

| | |
|---|---|
| Annapolis | Annapolis and Anne Arundel County Public Library |
| Bel Air | Harford County Library |
| Cumberland | Allegany County Library |
| Elkton | Cecil County Library |
| Frederick | Frederick County Public Libraries |
| Hagerstown | Washington County Free Library |
| Hyattsville | Prince George's County Memorial Library |
| La Plata | Charles County Library |
| Rockville | Montgomery County Department of Public Libraries |
| Salisbury | Wicomico County Free Library |
| Towson | Baltimore County Public Library |
| Westminster | Carroll County Public Library |

Massachusetts

| | |
|---|---|
| Amherst | Jones Library, Inc. |
| Beverly | Beverly Public Library |
| Billerica | Bennett Public Library |
| Cambridge | Cambridge Public Library |
| Chelmsford | Adams Library |
| Dedham | Dedham Public Library |
| Fitchburg | Fitchburg Public Library |
| Gloucester | Gloucester Lyceum and Sawyer Free Library |
| Haverhill | Haverhill Public Library |
| Lexington | Cary Memorial Library |
| Malden | Malden Public Library |
| Marlborough | Marlborough Public Library |
| Medford | The Medford Public Library |
| Melrose | Melrose Public Library |
| Methuen | Nevins Memorial Library |
| Milton | Milton Public Library |
| Needham | Needham Free Public Library |
| New Bedford | Free Public Library of New Bedford |
| Newton | Newton Free Library |
| Northhampton | Forbes Library |

Massachusetts (continued)

| | |
|---|---|
| Norwood | Morrill Memorial Library |
| Peabody | Peabody Institute Library |
| Pittsfield | Berkshire Athenaeum |
| Revere | Revere Public Library |
| Saugus | Saugus Free Public Library |
| South Natick | Bacon Free Library |
| Taunton | Taunton Public Library |
| Wakefield | Lucius Beebe Memorial Library |
| Watertown | Watertown Free Public Library |
| Wellesley | Wellesley Free Library |
| Westfield | Westfield Athenaeum |

Michigan

| | |
|---|---|
| Allen Park | Allen Park Public Library |
| Alpena | Alpena County Library |
| Battle Creek | Willard Library |
| Bay City | Bay City Public Library |
| Birmingham | Baldwin Public Library |
| Bloomfield Hills | Bloomfield Township Public Library |
| Cassopolis | Cass County Library |
| Dearborn | Henry Ford Centennial Library |
| Dearborn Heights | John F. Kennedy Public Library |
| Decatur | Webster Memorial Library |
| Detroit | Detroit Public Library |
| East Detroit | East Detroit Memorial Library |
| Farmington | Farmington District Library |
| Ferndale | Ferndale Public Library |
| Flint | Flint Public Library |
| | Genessee County Library |
| Grand Rapids | Kent County Library |
| Hamtramck | Hamtramck Public Library |
| Highland Park | McGregor Public Library |
| Jackson | Jackson County Library |
| Kalamazoo | Kalamazoo Public Library |
| Lansing | Lansing Public Library |
| Lapeer | Lapeer County Library |
| Lincoln Park | Lincoln Park Public Library |
| Livonia | Livonia Public Library |
| Madison Heights | Madison Heights Public Library |

Michigan (continued)

| | |
|---|---|
| Marquette | Peter White Public Library |
| Midland | Grace A. Dow Memorial Library |
| Monroe | Monroe County Library |
| Mt. Clemens | Macomb County Library |
| Mt. Pleasant | Mt. Pleasant Public Library |
| Muskegon | Muskegon County Library |
| Niles | Niles Public Library |
| Oak Park | Oak Park Public Library |
| Orchard Lake | West Bloomfield Township Library |
| Plymouth | Dunning-Hough Public Library |
| Pontiac | Waterford Township Library |
| Port Huron | St. Clair County Library |
| Portage | Portage Public Library |
| Rochester | Avon Township Public Library |
| Roseville | Roseville Public Library |
| Southfield | Southfield Public Library |
| Southgate | Southgate Public Library |
| Trenton | Trenton Public Library |
| Troy | Troy Public Library |
| Warren | Warren Public Library |
| Wyandotte | Bacon Memorial Public Library |

Minnesota

| | |
|---|---|
| Austin | Austin Public Library |
| Blaine | Anoka County Library |
| Crookston | Polk County Library |
| Duluth | Duluth Public Library |
| Fairmont | Martin County Library |
| Lake Elmo | Washington County Library |
| Mankato | Minnesota Valley Regional Library |
| Minneapolis | Hennepin County Library |
| Pine River | Kitchigami Regional Library |
| Rochester | Rochester Public Library |
| St. Cloud | Great River Regional Library |
| St. Paul | Ramsey County Public Library |
| | St. Paul Public Library |
| Shakopee | Scott County Library |
| South St. Paul | South St. Paul Public Library |
| Waseca | Le Sueur-Waseca Regional Library |
| Willmar | Kandiyohi County-Willmar Library |

Mississippi

| | |
|---|---|
| Brookhaven | Lincoln-Lawrence-Franklin Regional Library |
| Cleveland | Bolivar County Library |
| Corinth | Northeast Regional Library |
| Greenville | Washington County Library* |
| Greenwood | Greenwood-Leflore Public Library |
| Gulfport | Gulfport-Harrison County Library |
| Hattiesburg | Hattiesburg Public Library |
| Hernando | First Regional Library |
| Jackson | Jackson Municipal Library |
| | Rankin County Library |
| McComb | Pike-Amite Library System |
| Meridian | Meridian Public Library |
| Pascagoula | Jackson-George Regional Library |
| Pontotoc | Dixie Regional Library |
| Quitman | East Mississippi Regional Library |
| Raymond | Capital Area Regional Library |
| Richton | Pine Forest Regional Library |
| Sunflower | Sunflower County Library |
| Tupelo | Lee-Itawamba County Library |
| Union | Kemper-Newton Regional Library |

Missouri

| | |
|---|---|
| Columbia | Daniel Boone Regional Library |
| Jackson | Riverside Regional Library |
| Jefferson City | Thomas Jefferson Library System |
| Joplin | Town and Country Regional Library |
| Kansas City | Kansas City Public Library |
| Kennett | Dunklin County Library |
| Kirkwood | Kirkwood Public Library |
| Ladue | St. Louis County Library |
| Moberly | Little Dixie Regional Library |
| Monett | Barry-Lawrence Regional Library |
| St. Charles | St. Charles County Library |
| | Kathryn M. Linneman Public Library |
| St. Joseph | St. Joseph Public Library |
| St. Louis | St. Louis Public Library |
| Sedalia | Boonslich Regional Library |
| University City | University City Public Library |
| Union | Scenic Regional Library |
| Van Buren | Current River Regional Library |
| Warrensburg | Trails Regional Library |
| Webster Groves | Webster Groves Public Library |

| | |
|---|---|
| **Montana** | |
| Kalispell | Flathead County Free Library* |
| **Nebraska** | |
| Grand Island | Grand Island Public Library |
| Lincoln | Lincoln City Libraries |
| Norfolk | Norfolk Public Library |
| Omaha | Omaha Public Library |
| Scottsbluff | Scottsbluff Public Library* |
| **Nevada** | |
| Las Vegas | Clark County Library District |
| Reno | Washoe County Library |
| **New Hampshire** | |
| Manchester | Manchester City Library |
| **New Jersey** | |
| Atlantic City | Free Public Library |
| Bayonne | Bayonne Free Public Library |
| Belleville | Belleville Free Public Library |
| Bloomfield | Free Public Library of Bloomfield |
| Camden | Camden County Free Library |
| Cape May | Cape May County Library |
| Cherry Hill | Cherry Hill Free Public Library |
| Clifton | Clifton Public Library |
| Cranford | Cranford Free Public Library |
| Dover | Dover Bishop Memorial Library |
| East Orange | Free Public Library of East Orange |
| Edison | Edison Township Free Public Library |
| Elizabeth | Free Public Library of the City of Elizabeth |
| Fair Lawn | Fair Lawn Free Public Library |
| Flemington | Hunterdon County Library |
| Fort Lee | Fort Lee Free Public Library |
| Garfield | Garfield Public Library |

New Jersey (continued)

| | |
|---|---|
| Gloucester | Gloucester Township Library |
| Hackensack | Johnson Free Public Library |
| Kearny | Kearny Free Public Library |
| Lake Hiawatha | Parsippany-Troy Hills Free Public Library |
| Livingston | Livingston Free Public Library |
| Mays Landing | Atlantic County Library |
| Middletown | Middletown Township Free Public Library |
| Newark | Newark Public Library |
| North Bergen | North Bergen Free Public Library |
| Paramus | Paramus Free Public Library |
| Paterson | Paterson Free Public Library |
| Pennsauken | Pennsauken Free Public Library |
| Ridgewood | The Ridgewood Library |
| Sayreville | Sayreville Free Public Library |
| Somerville | Somerset County Library |
| Trenton | Mercer County Library<br>Trenton Free Public Library |
| Vineland | Vineland Free Public Library |
| West Orange | West Orange Public Library |
| Westfield | Westfield Memorial Library |
| Woodbridge | Free Public Library of Woodbridge |

New Mexico

| | |
|---|---|
| Albuquerque | Albuquerque Public Library |
| Las Cruces | Thomas Branigan Memorial Library |
| Roswell | Roswell Public Library |
| Santa Fe | Santa Fe Public Library |

New York

| | |
|---|---|
| Albertson | Shelter Rock Public Library |
| Baldwin | Baldwin Public Library |
| Binghamton | Binghamton Public Library |
| Brentwood | Brentwood Public Library |
| Brooklyn | Brooklyn Public Library |
| Buffalo | Buffalo and Erie County Public Library |
| Cheektowaga | Cheektowaga Public Library |
| Corning | Corning Public Library |

New York (continued)

| | |
|---|---|
| Cortland | Cortland Free Library |
| Delmar | Bethlehem Public Library |
| DeWitt | DeWitt Community Library Association |
| Elmsford | Greenburgh Public Library |
| Farmingdale | Farmingdale Public Library |
| Freeport | Freeport Memorial Library |
| Garden City | Garden City Public Library |
| Glen Cove | Glen Cove Public Library |
| Glens Falls | Crandall Free Library |
| Great Neck | Great Neck Library |
| Hamburg | Hamburg Public Library |
| Hempstead | Hempstead Public Library |
| Hicksville | Hicksville Public Library |
| Huntington Station | South Huntington Public Library |
| Ithaca | Thompkins County Public Library |
| Jamaica | Queens Borough Public Library |
| Jamestown | James Prendergast Free Library |
| Kenmore | Kenmore Public Library |
| Kingston | Kingston Area Library |
| Lawrence | Peninsula Public Library |
| Levittown | Levittown Public Library |
| Lindenhurst | Lindenhurst Memorial Library |
| Lockport | Lockport Public Library |
| Long Beach | Long Beach Public Library |
| Mount Vernon | Mount Vernon Public Library |
| New Rochelle | New Rochelle Public Library |
| New York | New York Public Library |
| Niagara Falls | Niagara Falls Public Library |
| North Bellmore | North Bellmore Public Library |
| North Tonawanda | North Tonawanda Public Library |
| Northport | Northport Public Library |
| Plainview | Plainview-Old Bethpage Public Library |
| Port Chester | Port Chester Public Library |
| Port Washington | Port Washington Public Library |
| Poughkeepsie | Adiance Memorial Library |
| Rochester | Greece Public Library |
| | Irondequoit Public Library |
| | Gates Public Library |
| | Henrietta Public Library |
| Schenectady | Schenectady County Public Library |

New York (continued)

| | |
|---|---|
| Shrub Oak | John C. Hart Memorial Library |
| Smithtown | The Smithtown Library |
| Spring Valley | Finkelstein Memorial Library |
| Syracuse | Syracuse Public Library |
| Utica | Utica Public Library |
| Uniondale | Uniondale Public Library |
| Vestal | Vestal Public Library |
| Watertown | Roswell P. Flower Memorial Library |
| West Islip | West Islip Public Library |
| White Plains | White Plains Public Library |
| Yonkers | Yonkers Public Library |

North Carolina

| | |
|---|---|
| Asheboro | Randolph Public Library |
| Charlotte | Public Library of Charlotte and Mecklenburg County |
| Concord | Concord Public Library |
| Durham | Durham City-County Library |
| Elizabeth City | East Albemarle Regional Library |
| Fayetteville | Cumberland County Public Library |
| Gastonia | Gaston-Lincoln Regional Library |
| Greensboro | Greensboro Public Library |
| Greenville | Sheppard Memorial Library |
| Halifax | Halifax County Library |
| Hendersonville | Henderson County Public Library |
| Jacksonville | Onslow County Public Library |
| Laurinburg | Scotland County Memorial Library |
| Lexington | Davidson County Public Library |
| Lillington | Harnett County Public Library |
| Louisburg | Franklin County Library |
| Lumberton | Robeson County Public Library |
| Marion | McDowell County Public Library |
| Monroe | Union County Public Library |
| Morganton | Morganton-Burke Library, Inc. |
| Murphy | Nantahala Regional Library |
| New Bern | Crayen-Pamlico-Carteret Regional Library |
| Newton | Catawba County Library |
| Oxford | Richard H. Thornton Library |
| Raleigh | Wake County Public Library |

North Carolina (continued)

| | |
|---|---|
| Rockingham | Sandhill Regional Library |
| Rocky Mount | Thomas Hackney Braswell Memorial Library |
| Rutherfordton | Rutherford County Library |
| Salisbury | Rowan Public Library |
| Sanford | Lee County Library |
| Smithfield | The Public Library of Johnson County and Smithfield |
| Statesville | Iredell Public Library |
| Tarboro | Edgecombe County Memorial Library |
| Whiteville | Columbus County Public Library |
| Wilmington | Wilmington Public Library |
| Wilson | Wilson County Public Library |
| Winston-Salem | Forsyth County Public Library |
| Winton | Albemarle Regional Library |

North Dakota

| | |
|---|---|
| Bismarck | Bismarck Veterans Memorial Library |
| Grafton | Northeastern Dakota Bookmobile Library |
| Grand Forks | Grand Forks Public Library |
| Minot | Minot Public Library |
| | Ward County Library |

Ohio

| | |
|---|---|
| Akron | Akron Public Library |
| Alliance | Rodman Public Library |
| Ashland | Ashland Public Library |
| Ashtabula | Ashtabula County Library |
| Barberton | Barberton Public Library |
| Batavia | Clermont County Public Library |
| Bellefontaine | Logan County District Library |
| Bowling Green | Wood County District Library |
| Cambridge | Guernsey County District Public Library |
| Canton | Stark County District Library |
| Chillicothe | Chillicothe and Ross County Library |
| Cincinnati | Public Library of Cincinnati and Hamilton County |
| Cleveland | Cuyahoga County Public Library |
| | Cleveland Public Library |
| Cleveland Heights | Cleveland Heights-University Heights Public Library |
| Cuyahoga Falls | Taylor Memorial Library |

Ohio (continued)

| | |
|---|---|
| Dayton | Dayton and Montgomery County Public Library |
| East Liverpool | Carnegie Public Library |
| Elyria | Elyria Public Library |
| Euclid | Euclid Public Library |
| Findlay | Findlay Public Library |
| Gallipolis | Gallia County District Library |
| Greenville | Carnegia Public Library |
| Hamilton | Lane Public Library |
| Hiram | Portage County District Library |
| Lakewood | Lakewood Public Library |
| Lima | Lima Public Library |
| Lorain | Lorain Public Library |
| Marion | Carnegie Public Library |
| Martins Ferry | Martins Ferry Public Library |
| Massillon | Massillon Public Library |
| Medina | Franklin Sylvester Library |
| Nelsonville | Nelsonville Public Library |
| New Philadelphia | New Philadelphia-Tuscarawas County District Library |
| Newark | Newark Public Library |
| Portsmouth | Portsmouth Public Library |
| Sandusky | Library Association of Sandusky |
| Shaker Heights | Shaker Heights Public Library |
| Sidney | Amos Memorial Public Library |
| Springfield | Public Library of Springfield and Clark County |
| Steubenville | Public Library of Steubenville and Jefferson County |
| Tiffin | Tiffin-Seneca Public Library |
| Troy | Troy-Miami County Public Library |
| Wapakoneta | Auglaize County Public Library |
| Warren | Warren Public Library |
| Wooster | Wayne County Public Library |
| Xenia | Greene County District Library |
| Youngstown | Public Library of Youngstown and Mahoning County |

Oklahoma

| | |
|---|---|
| Clinton | Western Plains Library System |
| Lawton | Carnegie Public Library |
| McAlester | Choctaw National Library System |
| Muskogee | Eastern Oklahoma District Library |
| Norman | Pioneer Multi-County Library |
| Oklahoma City | Oklahoma County Libraries |

Oklahoma (continued)

| | |
|---|---|
| Ponca City | Ponca City Public Library |
| Stillwater | Stillwater Public Library |
| Tulsa | Tulsa City-County Library System |

Oregon

| | |
|---|---|
| Corvallis | Corvallis Public Library |
| Grants Pass | Josephine County Library |
| Klamath Falls | Klamath County Library |
| Medford | Jackson County Library* |
| Pendleton | Umatilla County Public Library |
| Roseburg | Douglas County Library |
| Salem | Salem Public Library |

Pennsylvania

| | |
|---|---|
| Abington | Abington Free Library |
| Aliquippa | B. F. Jones Memorial Library |
| Allentown | Allentown Public Library |
| Altoona | Altoona Public Library |
| Bellefonte | Centre County Library and Historical Museum |
| Bloomsburg | Public Library of Columbia County and Traveling Library |
| Broomall | Marple Public Library |
| Butler | Butler Public Library |
| Camp Hill | West Shore Public Library |
| Chambersburg | Conococheague District Library |
| Chester | J. Lewis Crozer Library |
| Clearfield | Joseph and Elizabeth Shaw Public Library |
| Connellsville | Carnegie Free Library |
| Doylestown | Bucks County Free Library |
| Emmaus | Emmaus Public Library |
| Erie | Erie County Public Library |
| Folsom | Ridley Township Library |
| Gettysburg | Adams County Public Library |
| Glenshaw | Township of Shaler-North Hills Library |
| Huntingdon | Huntingdon County Library |
| Irwin | Norwin Public Library |
| Johnstown | Cambria Public Library |
| Lancaster | Lancaster County Library |
| Lebanon | Lebanon Community Library |
| Lock Haven | Annie Halenbake Ross Library |

Pennsylvania (continued)

| | |
|---|---|
| McKeesport | Carnegie Free Library |
| Meadville | Meadville Public Library |
| Monroeville | Monroeville Public Library |
| Montrose | Susquehanna County Free Library Association |
| New Castle | New Castle Public Library |
| Norristown | Montgomery County-Norristown Public Library |
| Philadelphia | Free Library of Philadelphia |
| Pittsburgh | Carnegie Library of Pittsburgh |
| | Northland Public Library |
| | Wilkinsburg Public Library |
| Pottstown | Pottstown Public Library |
| Scranton | Scranton Public Library |
| Springfield | Springfield Township Library |
| Troy | Bradford-Wyoming County Libraries |
| Upper Darby | Upper Darby-Sellers Public Library |
| Van | Clarion County Library Board* |
| Washington | Citizens Library |
| Wayne | Memorial Library of Radnor Township |
| West Chester | Chester County Library |
| Wilkes-Barre | Osterhout Free Library |
| Williamsport | James V. Brown Library |
| York | Martin Memorial Library |

Rhode Island

| | |
|---|---|
| Cumberland | Cumberland Public Library |
| Middletown | Middletown Free Library |
| Pawtucket | Pawtucket Public Library |
| Providence | Providence Public Library |

South Carolina

| | |
|---|---|
| Aiken | Aiken-Bamberg-Barnwell-Edgefield Regional Library |
| Allendale | Allendale-Hampton-Jasper Regional Library |
| Anderson | Anderson County Library |
| Batesburg | Lexington County Circulating Library |
| Bennettsville | Marlboro County Public Library |
| Camden | Kershaw County Library |
| Chester | Chester County Free Public Library |
| Chesterfield | Chesterfield County Library |

South Carolina (continued)

| | |
|---|---|
| Columbia | Richland County Public Library |
| Conway | Horry County Memorial Library |
| Darlington | Darlington County Library |
| Easley | Pickens County Library |
| Georgetown | Georgetown County Memorial Library |
| Greenville | Greenville County Library |
| Greenwood | Abbeville-Greenwood Regional Library |
| Kingstree | Williamsburg County Library |
| Laurens | Laurens County Library |
| Marion | Marion County Library |
| Newberry | Newberry-Saluda Regional Library |
| Orangeburg | Orangeburg County Free Library |
| Rock Hill | York County Library |
| Spartanburg | Spartanburg County Public Library |
| Union | Union County Library |
| Walhalla | Oconee County Library |

South Dakota

| | |
|---|---|
| Aberdeen | Alexander Mitchell Public Library |
| Sioux Falls | Carnegie Free Public Library |

Tennessee

| | |
|---|---|
| Chattanooga | Chattanooga Public Library |
| Kingsport | Kingsport Public Library |
| Knoxville | Public Library of Knoxville and Knox County |
| Memphis | Memphis Public Library |
| Nashville | Public Library of Nashville and Davidson County |
| Oak Ridge | Oak Ridge Public Library |

Texas

| | |
|---|---|
| Abilene | Abilene Public Library |
| Amarillo | Mary E. Bivins Memorial Library |
| Arlington | Arlington Public Library |
| Austin | Austin Public Library |
| Baytown | Sterling Municipal Library |
| Beaumont | Tyrrell Public Library |
| Borger | Hutchinson County Library |

Texas (continued)

| | |
|---|---|
| Brownsville | Texas Southmost College Library |
| Brownwood | Brownwood Public Library |
| Bryan | Carnegie Public Library |
| Cleburne | Cleburne Public Library |
| Corpus Christi | Le Retama Public Library |
| Dallas | Dallas Public Library |
| Denton | Emily Fowler Public Library |
| Edinburg | Edinburg Public Library |
| El Paso | El Paso Public Library |
| Fabens | El Paso County Library |
| Farmers Branch | Farmers Branch Public Library |
| Fort Worth | Fort Worth Public Library |
| Garland | Nicholson Memorial Library |
| Grand Prairie | Grand Prairie Memorial Library |
| Houston | Harris County Public Library |
| | Houston Public Library |
| Hurst | Hurst Public Library* |
| Lubbock | Lubbock City-County Libraries |
| McAllen | McAllen Memorial Library |
| Midland | Midland County Public Library |
| Odessa | Ector County Public Library |
| Orange | Orange Public Library |
| Pampa | Lovett Memorial Library |
| Pasadena | Pasadena Public Library |
| Plainview | Unger Memorial Library |
| Port Arthur | Gates Memorial Library* |
| Richardson | Richardson Public Library |
| Richmond | Fort Bend County Library |
| Robstown | Nueces County Library |
| San Angelo | Tom Green County Library |
| San Antonio | San Antonio Public Library |
| Seguin | Seguin-Guadalupe County Public Library |
| Sherman | Sherman Public Library |
| Texarkana | Texarkana Public Library |
| Tyler | Carnegie Public Library |
| Weatherford | Weatherford Public Library |
| Wichita Falls | Kemp Public Library |

Utah

| | |
|---|---|
| Farmington | Davis County Public Library |
| Logan | Cache County Public Library |
| Midvale | Salt Lake County Library |
| Ogden | Weber County Library |
| Orem | Orem City Library |
| Provo | Provo Public Library |
| Salt Lake City | Salt Lake City Public Library |

Vermont

| | |
|---|---|
| Burlington | Fletcher Free Library |

Virginia

| | |
|---|---|
| Abingdon | Washington County Public Library |
| Accomac | Eastern Shore Public Library |
| Alexandria | Alexandria Library |
| Arlington | Arlington County Public Library |
| Charlottesville | McIntire Public Library |
| Chatham | Pittsylvania County Public Library |
| Chesapeake | Chesapeake Public Library |
| Chester | Chesterfield County Public Library |
| Christiansburg | Montgomery County Library |
| Fairfax | Fairfax County Public Library |
| Fredericksburg | Central Rappahannock Regional Library |
| Grundy | Buchanan County Public Library |
| Halifax | Halifax County-South Boston Regional Library |
| Hampton | Charles H. Taylor Memorial Library |
| Lawrenceville | Brunswick-Greensville Regional Library |
| Lexington | Botecourt-Rockbridge Regional Library |
| Manassas | Prince William County Public Library |
| Newport News | Newport News Public Library |
| Norfolk | Norfolk Public Library System |
| Portsmouth | Portsmouth Public Library |
| Pulaski | Pulaski County Library |
| Purcellville | Purcellville Library |
| Richmond | Henrico County Public Library |
| | Richmond Public Library |
| Roanoke | Roanoke Public Library |
| Salem | Roanoke County Public Library |
| Stuart | Franklin-Patrick Regional Library |
| Tazewell | Tazewell County Public Library |
| Virginia Beach | Virginia Beach Public Library |
| Warrenton | Fauquier County Public Library |
| Wise | Lonesome Pine Regional Library |

Washington

| | |
|---|---|
| Bellingham | Bellingham Public Library |
| Bremerton | Kitsap Regional Library |
| Kennewick | Mid-Columbia Regional Library |

Washington (continued)

| | |
|---|---|
| Marysville | Sno-Isle Regional Library |
| Seattle | Seattle Public Library |
| Spokane | Spokane County Rural Library District |
| | Spokane Public Library |

West Virginia

| | |
|---|---|
| Beckley | Raleigh County Public Library |
| Charleston | Kanawha County Public Library* |
| Clarksburg | Clarksburg Public Library |
| Fairmont | Marion County Public Library |
| Fayetteville | Fayette County Public Library |
| Parkersburg | Carnegie Library of Parkersburg and Wood County |

Wisconsin

| | |
|---|---|
| Appleton | Appleton Public Library |
| Beloit | Beloit Public Library |
| Eau Claire | Eau Claire Public Library |
| Fond du Lac | Fond du Lac Public Library |
| Janesville | Janesville Public Library |
| Kenosha | Gilbert M. Simmons Library |
| Madison | Madison Public Library |
| Manitowoc | Manitowoc Public Library |
| Menomonee Falls | Maude Shunk Public Library* |
| Milwaukee | Milwaukee Public Library |
| New Berlin | New Berlin Public Library |
| Racine | Racine Public Library |
| Shawano | Shawano City-County Library |
| Sheboygan | Mead Public Library |
| Superior | Superior Public Library |
| Wauwatosa | Wauwatosa Public Library |

Wyoming

| | |
|---|---|
| Casper | Natrona County Public Library |
| Cheyenne | Laramie County Library |
| Laramie | Albany County Carnegie Library |

* Received after October 13. Not included with statistics.